

Complaints Publication Report

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Firm name: Lex Autolease Ltd
 Group (if applicable): Lloyds Banking Group
 Other firms included in this report (if any): None
 Period covered in this report: 1st July to 31st December 2021
 Brands / trading names covered: Lex Autolease Ltd; Shogun Vehicle Leasing; Autolease; Autolease Finance; Autolease Fleets; Black Horse; Black Horse Contract Hire; Blackhorse Contract Hire; Business Partner; Car Select; cars4staff; Great Wall Contract Hire; Great Wall Personal Contract Hire; Honda Contract Hire; Isuzu Contract Hire; Isuzu Personal Contract Hire; Jaguar Contract Hire; Land Rover Contract Hire; Lex Autolease; Lex Autolease CarSelect; Mazda Contract Hire; Subaru Contract Hire; Subaru Personal Contract Hire; Suzuki Contract Hire; Suzuki Personal Contract Hire; Volvo Car Leasing

Product/Service Grouping	Number of complaints opened by volumes							Main cause of complaints opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	
Banking and Credit Cards								
Home Finance								
Insurance & pure protection								
Decumulation & pensions								
Investments								
Credit Related	32.41		2,652	2,859	N/A	N/A	66%	N/A