

Complaints Publication Report

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Firm name: Lloyds Bank General Insurance Limited
 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 2020
 Brands / trading names covered: Lloyds Bank Insurance; C&G, Halifax; Bank of Scotland; Pearl; Britannic; AA; SAGA, Budget; Dial; Post Office; More Than; Hastings; British Gas; Birmingham Midshires; Intelligent Finance

Number of complaints opened by volumes

Product/Service Grouping	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	Main cause of complaints opened
Banking and Credit Cards								
Home Finance								
Insurance & pure protection	4.59		11,183	11,176	15%	71%	57%	General Admin / Customer Services
Decumulation & pensions								
Investments								
Credit Related	0.36		169	169	N/A	N/A	87%	N/A