

Complaints Publication Report

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Firm name: Lloyds Bank PLC
 Group (if applicable): Lloyds Banking Group
 Other firms included in this report (if any): None
 Period covered in this report: 1st January to 30th June 2022
 Brands / trading names covered: Lloyds Bank PLC; Black Horse Specialist Mortgages; Cheltenham and Gloucester; Goldfish; Lloyds Bank; Lloyds DCNSP; Lloyds TSB Bank; loansdirect.co.uk; MBNA; Mayfair Private Banking; Scottish Widows Bank; Lloyds Bank Business Banking; Lloyds Bank Cardnet; Lloyds Bank Commercial Banking; Lloyds Bank Premier Banking; Lloyds Bank Private Banking; Lloyds Bank Specialist Mortgage Solutions; Lloyds Bank Trust Card

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
<u>Banking and Credit Cards</u>	2.91		94,335	93,630	51%	47%	62%	General Admin / Customer Services
<u>Home Finance</u>	7.10		3,576	3,495	55%	42%	63%	General Admin / Customer Services
<u>Insurance & pure protection</u>	1.73		1,233	1,200	37%	37%	18%	Advising, Selling & Arranging
<u>Decumulation & pensions</u>	0.37		87	90	24%	67%	24%	Advising, Selling & Arranging
<u>Investments</u>	2.33		711	728	41%	55%	29%	Advising, Selling & Arranging
<u>Credit Related</u>	5.25		5,405	5,492	N/A	N/A	56%	N/A