Complaints publication report
Firm name:
Group (if applicable):
Other firms included in this report (if any):
Period covered in this report:
Brands / trading names covered:

MBNA Limited
Lloyds Banking Group
None
1st January to 30th June 2022
MBNA Limited; nuba

	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	3.71		12,130	12,087	72%	27%	58%	General Admin / Customer Services
Home Finance								
Insurance & pure protection	6.73		224	330	12%	71%	26%	Advising, Selling & Arranging
Decumulation & pensions								
<u>Investments</u>								
<u>Credit Related</u>								