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:

Scottish Widows Limited
Lloyds Banking Group
None
1st January to 30th June 2022
Scottish Widows Limited; Halifax Financial Services; Clerical Medical

	Number of complain	ts 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	1.61		1,799	1,855	15%	63%	78%	General Admin / Customer Services
Decumulation & pensions	1.29		5,785	5,934	17%	64%	82%	General Admin / Customer Services
<u>Investments</u>	17.11		2,032	2,207	13%	56%	92%	General Admin / Customer Services
<u>Credit Related</u>								