

Complaints Publication Report

Complaints publication report

Firm name: Scottish Widows Limited
 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: Scottish Widows Limited; Halifax Financial Services; Clerical Medical

Number of complaints opened by volumes of business								
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		1799	1855	0.15	0.63	0.78	General Admin / Customer Services
Decumulation & pensions	1.18		5785	5934	0.17	0.64	0.82	General Admin / Customer Services
Investments	7.87		2032	2207	0.13	0.56	0.92	General Admin / Customer Services
Credit Related								