

Complaints Publication Report

Complaints publication report

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 July to 31st December 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>	2.55		82,878	84,960	52%	45%	66%	General Admin / Customer Services
<u>Home Finance</u>	7.93		3,758	3,713	47%	48%	63%	General Admin / Customer Services
<u>Insurance & pure protection</u>	1.07		936	1,131	35%	27%	23%	Advising, Selling & Arranging
<u>Decumulation & pensions</u>	0.23		53	51	14%	78%	10%	Advising, Selling & Arranging
<u>Investments</u>	0.76		233	238	29%	66%	33%	Advising, Selling & Arranging
<u>Credit Related</u>	4.75		4,988	4,897	N/A	N/A	60%	N/A