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 Administration Services
Lloyds Banking Group
None
1st July to 31st December 2022
Scottish Widows Administration Services Limited

Number of complaints opened by	/ volumes

	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								
Decumulation & pensions	0.75		561	553	3%	90%	61%	General Admin / Customer Services
<u>Investments</u>								
<u>Credit Related</u>								