

Complaints Publication Report

Complaints publication report

Firm name: Scottish Widows Administration Services  
 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: Scottish Widows Administration Services Limited

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								
Decumulation & pensions	1.02		561	553	0.03	0.9	0.61	General Admin / Customer Services
Investments								
Credit Related								