

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 July to 31st December 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	1.39		1542	1538	0.18	0.64	0.81	General Admin / Customer Services
Decumulation & pensions	1.66		8400	8079	0.19	0.64	0.86	General Admin / Customer Services
Investments	8.29		1948	1907	0.13	0.62	0.92	General Admin / Customer Services
Credit Related								