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:

ottish	Widows Unit	Trust Managers Limited

Scottish Widows Unit Trust Managers Limited Lloyds Banking Group None 1st July to 31st December 2022 Scottish Widows Unit Trust Managers Limited

	Number of complain	ts opened by volumes						
Product/Service Grouping	Provision (at reporting, period end date)	<u>Intermediation (within</u> the reporting period)_	<u>. Number of complaints</u> <u>opened</u>	<u>. Number of complaints</u> <u>closed</u>	<u>Percentage closed</u> within 3 days	Percentage closed after 3 days but within <u>8 weeks</u>	Percentage upheld	<u>Main cause of</u> complaints opened
Banking and Credit Cards								
Home Finance								
Insurance & pure protection								
Decumulation & pensions								
<u>Investments</u>	1.43		553	543	14%	81%	76%	General Admin / Customer Services
Credit Related								