

Complaints Publication Report

Complaints publication report

Firm name: Lex Autolease Ltd
 Group (if applicable): Lloyds Banking Group
 Other firms included in this report (if any): None
 Period covered in this report: 1st January to 30th June 2023
 Brands / trading names covered: Lex Autolease Ltd; Black Horse Contract Hire; Blackhorse Contract Hire; Business Partner; GWM ORA UK Leasing; Halifax; Honda Contract Hire; Isuzu Contract Hire; Isuzu Personal Contract Hire; Jaguar Contract Hire; Land Rover Contract Hire; Lex Autolease; Mazda Contract Hire; Shogun Vehicle Leasing; Subaru Contract Hire; Subaru Personal Contract Hire; Suzuki Contract Hire; Suzuki Personal Contract Hire; Volvo Car Leasing

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> | | | | | | | | |
| <u>Home Finance</u> | | | | | | | | |
| <u>Insurance & pure protection</u> | | | | | | | | |
| <u>Decumulation & pensions</u> | | | | | | | | |
| <u>Investments</u> | | | | | | | | |
| <u>Credit Related</u> | 32.12 | | 2,221 | 2,249 | N/A | N/A | 55% | N/A |