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:

MBNA Limited
Lloyds Banking Group
None
1st January to 30th June 2023
MBNA Limited; nuba

	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	3.41		10,754	10,840	53%	46%	49%	General Admin / Customer Services
Home Finance								
Insurance & pure protection	12.62		373	373	45%	54%	6%	Advising, Selling & Arranging
Decumulation & pensions								
<u>Investments</u>								
<u>Credit Related</u>								