

Complaints Publication Report

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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 January to 30th June 2023
 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	0.94		545	529	0.02	0.82	0.7	General Admin / Customer Services
Investments	1.38		1	1	0	1	1	General Admin / Customer Services
Credit Related								