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 January to 30th June 2023
Brands / trading names covered:	Scottish Widows Limited; Clerical Medical; Halifax; Halifax Financial Services

	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
Banking and Credit Cards								
Home Finance								
Insurance & pure protection	2.01		2,187	2,203	13%	50%	79%	General Admin / Customer Services
Decumulation & pensions	2.80		13,024	13,020	7%	45%	91%	General Admin / Customer Services
Investments	12.28		2,909	2,957	8%	59%	90%	General Admin / Customer Services
Credit Related								