

Complaints Publication Report

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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 July to 31st December 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

<u>Product/Service Grouping</u>	<u>Provision lat. reporting period end date</u>	<u>Inter-mediation (within the reporting period)</u>	<u>Number of complaints opened</u>	<u>Number of complaints closed</u>	<u>Percentage closed within 3 days</u>	<u>Percentage closed after 3 days but within 8 weeks</u>	<u>Percentage upheld</u>	<u>Main cause of complaints opened</u>
<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>	34.67		2,170	2,159	N/A	N/A	54%	N/A