Complaints publication report Firm name: Group (if applicable): Other firms included in this report (if any): Period covered in this report:

Lloyds Bank General Insurance Limited Lloyds Banking Group

None

Lloyds Bank Insurance; C&G, Halifax; Bank of Scotland; Pearl; Britannic; AA; SAGA, Budget; Dial; Post Office; More Than; Hastings; British Gas; Birmingham Midshires; Intelligent Finance Brands / trading names covered:

	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	2.63		6,001	6,022	20%	77%	67%	General Admin / Customer Services
Decumulation & pensions								
<u>Investments</u>								
Credit Related								