Complaints Publication Report

Complaints publication report

Firm name: MBNA Limited
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: MBNA Limited; nuba

	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	3.42		10,562	10,683	60%	39%	48%	General Admin / Customer Services
Home Finance								
Insurance & pure protection	4.69		132	137	63%	36%	2%	Advising, Selling & Arranging
Decumulation & pensions								
Investments								
Credit Related								