

Complaints Publication Report

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Firm name: Lloyds Bank PLC
 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 2024
 Brands / trading names covered: Lloyds Bank PLC; Black Horse FlexPay; Black Horse Specialist Mortgages; Goldfish; Lloyds Bank; Lloyds Bank 360; Lloyds Bank Cardnet; Lloyds Bank Commercial Banking; Lloyds Bank Private Banking; Lloyds Bank Specialist Mortgage Solutions; Lloyds Bank Trust Card; Lloyds TSB Bank; Mayfair Private Banking; MBNA; Scottish Widows Bank

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
<u>Banking and Credit Cards</u>	1.99		69,299	69,777	60%	36%	65%	General Admin / Customer Services
<u>Home Finance</u>	7.55		2,984	2,957	43%	52%	53%	General Admin / Customer Services
<u>Insurance & pure protection</u>	0.68		556	550	22%	71%	9%	Advising, Selling & Arranging
<u>Decumulation & pensions</u>	0.28		57	58	9%	81%	12%	Advising, Selling & Arranging
<u>Investments</u>	0.19		53	50	10%	72%	28%	Advising, Selling & Arranging
<u>Credit Related</u>	4.49		5,252	5,262	N/A	N/A	49%	N/A