

Complaints Publication Report

Complaints publication report

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 2024
 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; M

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								
Decumulation & pensions								
Investments								
Credit Related	50.89		2,446	2,154	N/A	N/A	49%	N/A