

Complaints Publication Report

Complaints publication report

Firm name: Shogun Finance Ltd
 Group (if applicable): Lloyds Banking Group
 Other firms included in this report (if any): None
 Period covered in this report: 1st January to 31st December 2024
 Brands / trading names covered: Shogun Finance Limited; Finance Mitsubishi; Shogun Finance; Shogun Financial Services

Number of complaints opened by volumes

<u>Product/Service Grouping</u>	<u>Provision (at reporting period end date)</u>	<u>Intermediation (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>	1,749.53		2,794	42	N/A	N/A	26%	N/A