

Complaints Publication Report

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Firm name: Black Horse Limited
 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 2025
 Brands / trading names covered: Black Horse Limited; Aprilia Finance; Aprilia Freedom Plan; Aston Martin Financial Services; Black Horse; Black Horse Caravan and Motorhome Finance; Black Horse Finance; Black Horse Fleet Finance; Black Horse Motor Finance; Black Horse Motorcycle Finance; Black Horse Motorhome Finance; Black Horse Taxi Finance; Ducati Finance; Ducati Financial Services; Fowlers Finance; Harley-Davidson Finance; Indian Motorcycle Finance; Isuzu Finance; Jaguar Financial Services; K-care Finance; Kawasaki Finance; Kymco Finance; Land Rover Financial Services; Moto Guzzi Freedom Plan; Peugeot Motorcycle Finance; Peugeot Scooter Finance; Piaggio Freedom; Piaggio Freedom Plan; Streetbike Finance; Subaru Finance; Suzuki Finance; Triumph Motorcycle Finance; Triumph TriStar; Vespa Freedom Plan

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>	319.58		235,452	7,285	N/A	N/A	37%	N/A