

Complaints Publication Report

Complaints publication report

Firm name: Halifax Share Dealing Ltd
 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: Halifax Share Dealing Limited; Bank of Scotland Share Dealing; IWeb Share Dealing; Lloyds; Lloyds Bank Direct Investments; Lloyds Direct Investments

Number of complaints opened by volumes

Product/Service Grouping	Provision lat. 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	4.82		35	29	24%	66%	76%	General Admin / Customer Services
Investments	0.96		651	634	36%	56%	50%	General Admin / Customer Services
Credit Related								