

Complaints Publication Report

Complaints publication report

Firm name: Lloyds Bank General Insurance 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: Lloyds Bank General Insurance Limited; Bank of Scotland; Halifax; Lloyds; MBNA

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	2.27		5,782	5,776	20%	74%	74%	General Admin / Customer Services
Decumulation & pensions								
Investments								
Credit Related								