

# Complaints Publication Report

## Complaints publication report

Firm name: MBNA 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: MBNA Limited; Black Horse; 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	3.47		9,487	9,578	59%	38%	53%	General Admin / Customer Services
Home Finance								
Insurance & pure protection	0.35		8	8	75%	25%	0%	Advising, Selling & Arranging
Decumulation & pensions								
Investments								
Credit Related								