

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 July to 31st December 2025  
 Brands / trading names covered: Shogun Finance Limited; 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 &amp; pure protection</u>								
<u>Decumulation &amp; pensions</u>								
<u>Investments</u>								
<u>Credit Related</u>	24,424.37		11,626	35	N/A	N/A	20%	N/A