

Complaints Publication Report

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| Complaints publication report                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 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 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Brands / trading names covered:               | Black Horse Limited; Aston Martin Financial Services; bimota finance; 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; Harley-Davidson Finance; Indian Motorcycle Finance; Jaguar Financial Services; K-care Finance; Kawasaki Finance; Land Rover Financial Services |

| 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            |                                          |                                              |                             |                             |                                 |                                                   |                   |                                 |
| Decumulation & pensions                |                                          |                                              |                             |                             |                                 |                                                   |                   |                                 |
| Investments                            |                                          |                                              |                             |                             |                                 |                                                   |                   |                                 |
| Credit Related                         | 751.23                                   |                                              | 562,000                     | 14,613                      | N/A                             | N/A                                               | 24%               | N/A                             |