

Complaints Publication Report

Complaints publication report	
Firm name:	Lex Autolease 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 2026
Brands / trading names covered:	LEX AUTOLEASE LIMITED; Black Horse Contract Hire; Blackhorse Contract Hire; Business Partner; GWM ORA UK Leasing; GWM UK Leasing; Halifax; Honda Contract Hire; Isuzu Contract Hire; Jaguar Contract Hire; Land Rover Contract Hire; Lex Autolease; Mazda Contract Hire; Shogun Vehicle Leasing; Subaru Contract Hire; Subaru Leasing; Suzuki Contract Hire; Suzuki Personal Contract Hire; Volvo Car Leasing; XPENG UK Leasing

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	107.37		4,181	9,870	N/A	N/A	11%	N/A