

Complaints Publication Report

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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 2026
 Brands / trading names covered: Lloyds Bank General Insurance Limited; Bank of Scotland; Halifax; Lloyds; MBNA

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 & pure protection</u>	2.18		5,807	5,859	21%	69%	78%	General Admin / Customer Services
<u>Decumulation & pensions</u>								
<u>Investments</u>								
<u>Credit Related</u>								