

Complaints Publication Report

Complaints publication report

Firm name:

Group (if applicable):

Other firms included in this report (if any):

Period covered in this report:

Brands / trading names covered:

Lloyds Bank PLC

Lloyds Banking Group

None

1st January to 30th June 2026

Lloyds Bank PLC; Black Horse Specialist Mortgages; Lloyds; Lloyds 360; Lloyds Bank; Lloyds Bank 360; Lloyds Bank Cardnet; Lloyds Bank Private Banking; Lloyds Bank Specialist Mortgage Solutions; Lloyds Cardnet; Lloyds Private Banking; Lloyds Specialist Mortgage Solutions; Mayfair Private Banking; MBNA; Scottish Widows Bank

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	3.16		115,687	115,798	56%	31%	66%	General Admin / Customer Services
Home Finance	8.11		2,679	2,680	31%	65%	63%	General Admin / Customer Services
Insurance & pure protection	0.54		339	324	32%	64%	11%	Advising, Selling & Arranging
Decumulation & pensions	0.19		31	33	15%	58%	30%	Advising, Selling & Arranging
Investments	0.10		26	26	15%	58%	19%	Advising, Selling & Arranging
Credit Related	9.56		12,308	12,222	N/A	N/A	22%	N/A