

Complaints Publication Report

Complaints publication report

Firm name: MBNA 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: MBNA Limited; Black Horse; MBNA

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	3.14		8,557	8,467	55%	33%	54%	General Admin / Customer Services
Home Finance								
Insurance & pure protection	0.00		7	7	71%	29%	0%	Advising, Selling & Arranging
Decumulation & pensions								
Investments								
Credit Related								