

Complaints Publication Report

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Firm name: Scottish Widows Administration Services
 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: Scottish Widows Administration Services Limited

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
<u>Banking and Credit Cards</u>								
<u>Home Finance</u>								
<u>Insurance & pure protection</u>								
<u>Decumulation & pensions</u>	0.72		502	430	12%	83%	75%	General Admin / Customer Services
<u>Investments</u>	131.58		10	5	20%	60%	80%	General Admin / Customer Services
<u>Credit Related</u>								