Complaints Publication Report

Complaints publication report

Firm name:	Halifax Share Dealing 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 2019
Brands / trading names covered:	Halifax Share Dealing*; Bank of Scotland Share Dealing; IWeb Share Dealing; Lloyds Bank Direct Investments

	Number of complaints opened by volumes of business							
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	5.33		27	27	78%	19%	48%	General admin / customer service
Investments	0.99		1,044	1,013	75%	24%	47%	General admin / customer service
Credit Related								