Complaints Publication Report

Complaints publication report

Firm name:	HBOS Investment Fund Managers 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 2019
Brands / trading names covered:	HBOS Investment Fund Managers

	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								
Investments	0.64		724	720	78%	20%	81%	General admin / customer service
Credit Related								