

Complaints Publication Report

**Complaints publication report**

Firm name: Lex Autolease 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: Lex Autolease

Product/Service Grouping	Number of complaints opened by volumes of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
<b>Banking and Credit Cards</b>								
<b>Home Finance</b>								
<b>Insurance &amp; pure protection</b>								
<b>Decumulation &amp; pensions</b>								
<b>Investments</b>								
<b>Credit Related</b>	19.84		1,928	1,905	N/A	N/A	54%	N/A