

Complaints Publication Report

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Firm name: Lloyds Bank General Insurance 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: Lloyds Bank Insurance; C&G; Assurant; U-insure; Pearl; Britannic; AA; SAGA; Kwik Fit; Budget; Dial; Post Office; Click; Yes; More Than; Quote Mart; Argos, Halifax; Bank of Scotland; Goldfish, KeyConnect, Elephant, Bradford & Bingley, ibuyeco

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)						
Banking and Credit Cards								
Home Finance								
Insurance & pure protection	2.83		6,808	6,560	49%	40%	64%	General admin / customer service
Decumulation & pensions								
Investments								
Credit Related	0.24		77	75	N/A	N/A	89%	N/A