

Complaints Publication Report

**Complaints publication report**

Firm name: Lloyds Bank PLC  
 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; C&G Savings; TSB package bank accounts; Lloyds Bank Private Banking; Scottish Widows Bank

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><u>Banking and Credit Cards</u></b>	3.32		101,100	100,770	69%	29%	60%	General admin / customer service
<b><u>Home Finance</u></b>	7.97		5,364	5,251	72%	25%	54%	General admin / customer service
<b><u>Insurance &amp; pure protection</u></b>	188.57		291,983	253,140	2%	97%	58%	Advising, selling and arranging
<b><u>Decumulation &amp; pensions</u></b>	0.62		177	171	15%	78%	13%	Advising, selling and arranging
<b><u>Investments</u></b>	3.17		1,470	1,432	16%	75%	52%	Advising, selling and arranging
<b><u>Credit Related</u></b>	5.72		4,620	4,582	N/A	N/A	53%	N/A