Complaints Publication Report

Complaints publication report

Firm name:

Group (if applicable):

MBNA Limited

Lloyds Banking Group

Other firms included in this report (if any):

None

Period covered in this report: Brands / trading names covered: 1st January to 30th June 2019 MBNA Limited; NUBA Limited

Number of complaints opened by								
volumes of business								

	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	3.98		12,664	12,833	63%	36%	45%	General admin / customer service
Home Finance								
Insurance & pure protection	27.15		114,605	83,410	0%	96%	65%	Advising, selling and arranging
Decumulation & pensions								
<u>Investments</u>								
<u>Credit Related</u>								