Complaints Publication Report

Complaints publication report

Firm name: Scottish Widows Unit Trust Managers Limited

Group (if applicable): 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

Scottish Widows Unit Trust 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 | | | | | | | | |
| <u>Investments</u> | 0.97 | | 511 | 508 | 79% | 20% | 76% | General admin / customer service |
| <u>Credit Related</u> | | | | | | | | |