

Complaints Publication Report

Complaints publication report

Firm name: Black Horse Limited
 Group (if applicable): Lloyds Banking Group
 Other firms included in this report (if any): None
 Period covered in this report: 1st July to 31st December 2019

Brands / trading names covered: Black Horse

Product/Service Grouping	Number of complaints opened by		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)						
<u>Banking and Credit Cards</u>								
<u>Home Finance</u>			65	73	19%	81%	11%	Information, sums / charges or product performance
<u>Insurance & pure protection</u>	2,320,581.40		99,785	77,071	5%	27%	80%	Advising, selling and arranging
<u>Decumulation & pensions</u>								
<u>Investments</u>								
<u>Credit Related</u>	4.72		3,984	3,994	N/A	N/A	56%	N/A