Complaints Publication Report

Complaints publication report

Firm name: Halifax Share Dealing Ltd

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: Halifax Share Dealing; Bank of Scotland Share Dealing; IWeb Share Dealing and Lloyds Bank Direct Investments

	Number of complaints opened by							
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	4.35		21	21	57%	33%	76%	General admin / customer service
Investments	1.29		986	1,006	67%	32%	50%	General admin / customer service
Credit Related								