Complaints Publication Report

Complaints publication report

Firm name: HBOS Investment Fund Managers 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: HBOS Investment Fund Managers

Product/Service Grouping	Number of complaints opened by: Provision (at reporting period end date)	Number of complaints opened by: 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								
Investments	0.49		544	548	63%	36%	69%	General admin / customer service
Credit Related								