

Complaints Publication Report

Complaints publication report

Firm name: Lex Autolease 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: Lex Autolease

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>								
<u>Insurance &amp; pure protection</u>								
<u>Decumulation &amp; pensions</u>								
<u>Investments</u>								
<u>Credit Related</u>	26.78		2,534	2,462	N/A	N/A	60%	N/A