

Complaints Publication Report

Complaints publication report

Firm name: Lloyds Bank General Insurance 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: Lloyds Bank General Insurance Limited

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 & pure protection</u>	4.42		10,834	10,892	51%	37%	54%	General admin / customer service
<u>Decumulation & pensions</u>								
<u>Investments</u>								
<u>Credit Related</u>	0.30		116	118	N/A	N/A	77%	N/A