Complaints publication report

MBNA Limited
Lloyds Banking Group

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

Brands / trading names covered: MBNA Limited; NUBA Limited

| | Number of comp | plaints 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 | 3.64 | | 11,818 | 11,768 | 67% | 31% | 52% | General admin / customer service |
| Home Finance | | | | | | | | |
| Insurance & pure protection | 78.82 | | 332,699 | 175,360 | 0% | 46% | 50% | Advising, selling and arranging |
| Decumulation & pensions | | | | | | | | |
| <u>Investments</u> | | | | | | | | |
| Credit Related | | | | | | | | |