



28 March 2012

LLOYDS BANKING GROUP COMPLAINT HANDLING PERFORMANCE

As the FSA publishes aggregated industry complaint data, Lloyds Banking Group updates on its complaints handling performance.

Banking Complaints

In 2011 the Group reduced banking complaints by 30% from 329,870 to 231,151, recording nearly 100,000 fewer complaints last year.

The Group has also reduced banking complaints per 1,000 accounts from 2.1 at the end of 2010 to 1.5 at the end of 2011. This means that on a like for like basis, Lloyds receives fewer complaints than any other major bank.

	H2 2011	
	Banking complaints	Complaints per 1000 accounts
Nationwide	17,892	0.7
BOS incl Halifax	55,316	1.3
<i>Lloyds Banking Group</i>	<i>109,245</i>	<i>1.5</i>
LTSB	51,586	1.6
Co-op Bank	9,827	2.3
HSBC		
Barclays	151,604	3.7
RBS	35,361	4.0
NatWest	93,893	4.0
Santander	138,225	4.6

Further improvement is also seen in a reduction in the number of cases overturned by the Financial Ombudsman Service, which has halved from 2 in 5 in 2010 to 1 in 5 in 2011. The latest data shows that Lloyds Banking Group now gets customer decisions right on more occasions than any other major bank, with the change rate for decisions regarding banking products now at 23 per cent.

Martin Dodd, Customer Services Director said: "We want to be the best bank for customers, so getting customer service right is vital. Banking complaints are a real measure of how we are serving our customers because it reflects the service we give day in day out. I am very pleased

that the latest data highlights that, on a like for like basis, we lead the field with the least number of complaints per customer accounts."

Overall complaints

Overall complaints for the Group increased, in the main, this increase is directly attributable to volumes of PPI complaints. The General Insurance and Pure Protection category represents over 70% of complaints received in H2 2011.

Having taken an early stance which supports customers securing PPI redress the Group has invested significant time and resource in managing the process of responding to complaints and making payments. This is a major undertaking and one the Group is fully committed to, we would encourage all customers to contact us if they would like to make a claim.

FSA reportable complaints H2 2011		
	No. of complaints opened	No. of complaints closed
LTSB	240,923	327,507
C&G	6,930	7,166
BOS incl Halifax	206,281	237,421

Complaints excluding General Insurance and Pure Protection

When excluding General Insurance and Pure Protection, the Group reduced FSA reportable complaints in 2011 by 24 per cent.

FSA reportable complaints H2 2011 excluding General Insurance and Pure Protection		
	No. of complaints opened	No. of complaints closed
LTSB	54,104	67,126
C&G	2,727	3,842
BOS incl Halifax	68,273	76,387

Ends.

For further information:

Clare Mortimer

Head of Media, Halifax

01902 302252

claremortimer@halifax.co.uk

Charlotte Sjoberg

Head of Media, LTSB and Bank of Scotland

020 7661 4985

charlotte.sjoberg@ltsb.co.uk