



## Complaints Publication Report

**Firm name:** Lloyds TSB Insurance Services Limited

**Group:** Lloyds Banking Group

**Other firms included in this report:** None

**Period covered in this report:** 1 January – 30 June 2010

**Brands/trading names covered:** Lloyds TSB; Screentrade

1	A	B	C	D	E
	Product category	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
2	Banking				
3	Home finance				
4	General insurance and pure protection	977	952	97%	52%
5	Decumulation, life and pensions				
6	Investments				

To help you put the above figures into context:

- For every £1 million of annual income received from general insurance and pure protection products we reported nine complaints.
- Lloyds TSB Insurance Services does not offer banking; home finance; decumulation life and pension; or investment products.