

HALIFAX SHARE DEALING LIMITED

Complaints Publication Report

Firm Name	Halifax Share Dealing Limited
Group	Lloyds Banking Group
Other Firms included in this report	
Period Covered in this Report	01 January 2012 to 30 June 2012
Brands / Trading Names Covered	Halifax Share Dealing*; Bank of Scotland Share Dealing; IWeb Share Dealing; The Motley Fool Share Dealing Service;

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	N/A	N/A	N/A	N/A
3	Home finance	N/A	N/A	N/A	N/A
4	General insurance and pure protection	N/A	N/A	N/A	N/A
5	Decumulation, life and pensions	8	7	86%	86%
6	Investments	536	526	93%	42%

To help put the figures into context

- ⇒ We received 0.23 reportable complaints per 1000 customers
- ⇒ We provided 76% of customers with a response to their complaint within four weeks
- ⇒ Halifax Share Dealing does not offer banking, home finance or general insurance and pure protection products

* Halifax Share Dealing also reports complaints dealt with by Equiniti Financial Services Ltd in relation to the Lloyds Banking Group

Shareholder account