



Complaints Publication Report

Firm name: Cheltenham and Gloucester plc

Group: Lloyds Banking Group

Other firms included in this report: None

Period covered in this report: 1st January to 30th June 2014

Brands/trading names covered: C&G; Lloyds

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	3,849	3,686	91%	72%
4	General insurance and pure protection	6,088	5,489	97%	46%
6	Decumulation, life and pensions	1	3	100%	33%
7	Investments				

To help you put the above figures into context:

- Our customers hold in the region of 675 thousand home finance products. We reported 5.7 complaints for every 1,000 of these products outstanding.
- For every £1 million of annual income received from general insurance and pure protection products (not including PPI) we reported 5.7 complaints.
- We reported 0.2 complaints about decumulation, life and pension products per £1 million of annual eligible income.

Cheltenham and Gloucester Savings is a division of Lloyds Bank PLC plc so savings customers should view complaint data for Lloyds Bank PLC.

Cheltenham and Gloucester plc does not offer banking or investment products.

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