



## Complaints Publication Report

**Firm name:** Halifax Share Dealing Ltd

**Group:** Lloyds Banking Group

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

**Period covered in this report:** 1<sup>st</sup> January to 30<sup>th</sup> June 2014

**Brands/trading names covered:** Halifax Share Dealing\*; Bank of Scotland Share Dealing; IWeb Share Dealing; The Motley Fool Share Dealing Service; Lloyds Bank Direct Investments\*\*

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				
6	Decumulation, life and pensions	27	20	95%	45%
7	Investments	1,363	1,459	94%	62%

To help you put the above figures into context:

- We received 0.7 reportable complaints per 1000 accounts.
- Halifax Share Dealing does not offer banking, home finance or general insurance and pure protection products.

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

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