



Complaints Publication Report

Firm name: Lloyds Bank 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: Lloyds; C&G Savings

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	42,245	38,171	91%	59%
3	Home finance				
4	General insurance and pure protection	219,306	189,477	97%	79%
6	Decumulation, life and pensions	1,056	1,045	93%	30%
7	Investments	1,508	1,380	93%	64%

To help you put the above figures into context:

- Lloyds Bank PLC customers hold 27.3 million banking products, combining current accounts, credit cards, personal loans and savings. We reported 1.6 complaints for every 1,000 of these accounts.
- On our general insurance and pure protection products (not including PPI) we have 1.0 complaint per 1000 accounts.
- We reported 0.4 complaints about decumulation life and pension products per 1000 accounts.
- For our investment products, we reported 1.3 complaints per 1000 accounts held.

Lloyds Bank PLC has been working hard to make it easy for our customers' to make a complaint about PPI and remove any confusion that may exist.

Lloyds Bank PLC offers mortgages in partnership with Cheltenham and Gloucester so mortgage customers should view complaint data for Cheltenham and Gloucester plc

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