

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 2015 to 30th June 2015

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	2,122	2,091	89%	68%
4	General insurance and pure protection	4,988	4,304	97%	56%
6	Decumulation, life and pensions	2	3	100%	0%
7	Investments				

To help you put the above figures into context:

- Our customers hold in the region of 634 thousand home finance products. We reported 3.4 complaints for every 1,000 of these products outstanding.

Cheltenham and Gloucester Savings is a division of Lloyds Bank 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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