

Complaints Publication Report

Firm name: HBOS Investment Fund Management Ltd

Group: Lloyds Banking Group

Other firms included in this report: None

Period covered in this report: 1st July 2011 to 31st December 2011

Brands/trading names covered: HBOS Investment Fund Management Ltd

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				
5	Decumulation, life and pensions				
6	Investments	501	478	95	70

To help you put the above figures into context:

Our customers hold 1.89 million policies and we respond daily to thousands of enquiries and transaction requests.

- Overall we reported just over 1 complaint for every 4000 policies we look after.
- We provided 95% of customers with a response to their complaint within eight weeks and almost 45% within four weeks.

HBOS Investment Fund Management Ltd does not offer banking or home finance products.

[\[View Glossary\]](#)