



Complaints Publication Report

Firm name: Lloyds TSB Insurance Services Limited

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: Lloyds TSB; Screentrade; Halifax; Bank of Scotland; C&G; Pearl; Britannic

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	1583	1610	99%	72%
5	Decumulation, life and pensions				
6	Investments				

To help you put the above figures into context:

- For every £1 million of annual income received from general insurance and pure protection products we reported 18 complaints.
- Lloyds TSB Insurance Services does not offer banking; home finance; decumulation life and pension; or investment products.