



Complaints Publication Report

Firm name: Lloyds TSB General Insurance Limited

Group: Lloyds Banking Group

Other firms included in this report: None

Period covered in this report: 1st July to 31st December 2012

Brands/trading names covered: The following firms/brands market or have marketed products provided or underwritten by Lloyds TSB General Insurance:

Lloyds TSB Insurance; C&G; Assurant; U-insure; Pearl; Britannic; AA; SAGA; Kwik Fit; Budget; Dial; Post Office; Click; Yes; More Than; Quote Mart; Argos, Halifax; Bank of Scotland; Goldfish, KeyConnect, Elephant, Bradford & Bingley, ibuyeco

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	977	1,032	97%	56%
6	Decumulation, life and pensions				
7	Investments				

To help you put the above figures into context:

- For every £1 million of annual gross premium income received from general insurance and pure protection products we reported 1.7 complaints.
- Lloyds TSB General Insurance does not offer banking; home finance; decumulation life and pension; or investment products.