

## Complaints Publication Report

**Firm name:** Scottish Widows Unit Trust Managers

**Group:** Lloyds Banking Group

**Other firms included in this report:** None

**Period covered in this report:** 1<sup>st</sup> July 2011 to 31<sup>st</sup> December 2011

**Brands/trading names covered:** Scottish Widows Unit Trust Managers

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	629	751	99%	79%

To help you put the above figures into context:

Our customers hold in excess of 1.25 million policies and we respond daily to thousands of enquiries and transaction requests.

- Overall we reported less than one complaint for every 2,000 policies we look after.
- We provided 99% of customers with a response to their complaint within eight weeks and 54% within four weeks.

Scottish Widows Unit Trust Managers only offers investment products.

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