



Complaints Publication Report

Firm name: Halifax Share Dealing Ltd

Group: Lloyds Banking Group

Other firms included in this report: None

Period covered in this report: 1st July to 31st December 2013

Brands/trading names covered: Halifax Share Dealing*; Bank of Scotland Share Dealing; IWeb Share Dealing; The Motley Fool Share Dealing Service; Lloyds Bank Direct Investments**

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				
6	Decumulation, life and pensions	3	4	75%	50%
7	Investments	1,177	1,025	93%	62%

To help you put the above figures into context:

- We received 0.49 reportable complaints per 1000 accounts.
- Halifax Share Dealing does not offer banking, home finance or general insurance and pure protection products.

* Halifax Share Dealing also reports complaints dealt with by Equiniti Financial Services Ltd in relation to the Lloyds Banking Group Shareholder account.

**During the reporting period, Halifax Share Dealing Limited completed the migration of the Lloyds Bank Direct Investments Share Dealing Service from another service provider.

[\[View Glossary\]](#)