

Complaints Publication Report

Firm name: SW Funding PLC (Formerly Scottish Widows PLC)

Group: Lloyds Banking Group

Other firms included in this report: None

Period covered in this report: 1st January 2016 to 30th June 2016

Brands/trading names covered: Scottish Widows

| 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 | 338 | 332 | 89% | 58% |
| 6 | Decumulation, life and pensions | 2,006 | 1,995 | 92% | 73% |
| 7 | Investments | 95 | 93 | 94% | 75% |
| 8 | Credit-related | - | - | - | - |

To help you put the above figures into context:

- 0.3 complaints for every 1,000 general insurance and pure protection policies held by customers, which total over 1.6 million.
- 0.6 complaints for every 1,000 decumulation, life and pensions policies our customers hold, which is over 3.7 million.
- 0.1 complaints for every 1,000 investment policies held by customers, which total over 1.8 Million
- We provided 92% of customers with a response to their complaint within eight weeks.

SW Funding PLC (formerly Scottish Widows PLC) does not offer banking or home finance products.

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