

Complaints Publication Report

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Firm name: Lloyds Bank General Insurance Limited  
 Group (if applicable): Lloyds Banking Group  
 Other firms included in this report (if any): None  
 Period covered in this report: 1st January to 30th June 2018  
 The following firms/brands market or have marketed products provided or underwritten by Lloyds Bank General Insurance:  
 Brands / trading names covered: Lloyds Bank 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

Product/Service Grouping	Number of complaints opened by volumes of business		Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
<b>Banking and Credit Cards</b>								-
<b>Home Finance</b>								-
<b>Insurance &amp; pure protection</b>	2.12		4,944	4,778	55%	34%	68%	General admin / customer service
<b>Decumulation &amp; pensions</b>								-
<b>Investments</b>								-
<b>Credit Related</b>	0.17		37	37	N/A	N/A	100%	N/A