

Complaints Publication Report

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Firm name: Lloyds Bank PLC
 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
 Brands / trading names covered: Lloyds; C&G Savings; TSB package bank accounts; Lloyds Bank Private Banking; Scottish Widows Bank

Number of complaints opened by volumes of business

Product/Service Grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	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
Banking and Credit Cards	4.57		135,933	137,659	58%	39%	57%	General admin / customer service
Home Finance	8.42		6,499	6,437	67%	27%	65%	General admin / customer service
Insurance & pure protection	134.23		232,007	260,026	3%	78%	68%	Advising, selling and arranging
Decumulation & pensions	0.46		136	141	27%	69%	21%	Advising, selling and arranging
Investments	2.61		1,097	1,096	50%	47%	45%	Advising, selling and arranging
Credit Related	5.67		4,570	4,556	N/A	N/A	59%	N/A