Complaints Publication Report

Complaints publication report

Firm name: MBNA Limited

Group (if applicable): Lloyds Banking Group

Other firms included in this report (if any):

Period covered in this report: 1st January to 30th June 2018

Brands / trading names covered: MBNA Limited; NUBA Limited

	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	5.49		19,235	19,240	67%	32%	17%	Information, sums / charges or product performance
Home Finance								-
Insurance & pure protection	26.37		111,300	113,686	1%	95%	62%	Advising, selling and arranging
Decumulation & pensions								-
Investments								-
Credit Related								-