## Complaints Publication Report

**Complaints publication report**

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|---|---|
| Firm name: | Scottish Widows 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 |
| Brands / trading names covered: | Scottish Widows |

| | 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** | | | | | | | | - |
| **Home Finance** | | | | | | | | - |
| **Insurance & pure protection** | 0.65 | | 837 | 800 | 62% | 34% | 69% | General admin / customer service |
| **Decumulation & pensions** | 0.81 | | 3,252 | 3,190 | 60% | 37% | 79% | General admin / customer service |
| **Investments** | 5.87 | | 1,101 | 1,086 | 68% | 30% | 68% | General admin / customer service |
| **Credit Related** | | | | | | | | - |