

Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name: Black Horse Limited
 Group (if applicable): Lloyds Banking Group
 Other firms included in this report (if any): None
 Period covered in this report: 1st July 2016 to 31st December 2016
 Brands / trading names covered: Black Horse

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)						
Banking and Credit Cards								
Home Finance	1115.85	-	366	353	16%	83%	39%	Information, sum/charges or product performance
Insurance & pure protection	5475.62*	-	4,605	4,885	7%	93%	80%	Advising, selling and arranging
Decumulation & pensions								
Investments								
Credit Related	1.49	-	1,054	1,024	N/A	N/A	50%	N/A

* Includes all PPI complaints against active PPI policies