

Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name: Cheltenham and Gloucester PLC
 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: C&G

| 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 | 2.16 | - | 19 | 19 | 74% | 26% | 89% | General admin / customer service |
| Home Finance | - | - | | 144 | 100% | | | |
| Insurance & pure protection | 245.32* | - | 7,037 | 4,870 | 1% | 97% | 37% | Advising, selling and arranging |
| Decumulation & pensions | | | | | | | | |
| Investments | | | | | | | | |
| Credit Related | | | | | | | | |

* Includes all PPI complaints against active PPI policies