Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name: Halifax Investment Services Ltd
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: Halifax Investment Services

	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								
Decumulation & pensions								
Investments	-	-	911	923	7%	93%	35%	General admin / customer service
Credit Related								