Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name: Halifax Share Dealing 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 Share Dealing*; Bank of Scotland Share Dealing; IWeb Share Dealing; The Motley Fool Share Dealing Service; Lloyds Bank Direct Investments

	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	11.99	-	**44**	**46**	**57%**	**39%**	**65%**	**General admin / customer service**
Investments	1.24	-	**1,391**	**1,382**	**70%**	**29%**	**58%**	**General admin / customer service**
Credit Related								