

Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name: Lloyds Bank 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: Lloyds; C&G Savings; TSB package bank accounts

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)						
<b>Banking and Credit Cards</b>	5.24	-	151,567	151,635	72%	26%	77%	General admin / customer service
<b>Home Finance</b>	6.96	-	5,500	5,439	80%	17%	80%	General admin / customer service
<b>Insurance &amp; pure protection</b>	63.46*	-	138,391	126,994	3%	96%	77%	Advising, selling and arranging
<b>Decumulation &amp; pensions</b>	0.43	-	168	165	59%	37%	16%	Advising, selling and arranging
<b>Investments</b>	78.32	-	1,522	1,551	76%	22%	46%	Advising, selling and arranging
<b>Credit Related</b>	4.92	-	4,064	4,139	N/A	N/A	71%	N/A

\* Includes all PPI complaints against active PPI policies