

Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name: Scottish Widows 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: Scottish Widows

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								
Insurance & pure protection	0.65*	-	996	1,029	76%	21%	69%	General admin / customer service
Decumulation & pensions	0.97	-	3,670	3,751	76%	21%	80%	General admin / customer service
Investments	3.84	-	1,596	1,640	80%	18%	68%	General admin / customer service
Credit Related								

* Includes all PPI complaints against active PPI policies