Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name: The Mortgage Business 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: TMB

Product/Service Grouping	Number of complaints opened by volumes of business: Provision (at reporting period end date)	Number of complaints opened by volumes of business: 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	13.86		**634**	**654**	**75%**	**19%**	**60%**	**General admin / customer service**
Insurance & pure protection								
Decumulation & pensions								
Investments								
Credit Related								