

Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name: Black Horse Limited
 Group (if applicable): Lloyds Banking Group
 Other firms included in this report (if any): None
 Period covered in this report: 1st July to 31st December 2017
 Brands / trading names covered: Black Horse

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	#DIV/0!							-
Home Finance	#DIV/0!		173	179	28%	72%	30%	Information, sums / charges or product performance
Insurance & pure protection	23904.11		5,235	5,783	6%	91%	52%	Advising, selling and arranging
Decumulation & pensions	#DIV/0!							-
Investments	#DIV/0!							-
Credit Related	1.03		790	793	N/A	N/A	37%	N/A