Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name:	Cheltenham and Gloucester PLC
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:	C&G

	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	441.63		11,032	13,347	1%	68%	31%	Advising, selling and arranging
Decumulation & pensions								
Investments								
Credit Related								