

Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name: Lex Autolease Ltd  
 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: Lex Autolease

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
<b>Banking and Credit Cards</b>	#DIV/0!							-
<b>Home Finance</b>	#DIV/0!							-
<b>Insurance &amp; pure protection</b>	#DIV/0!							-
<b>Decumulation &amp; pensions</b>	#DIV/0!							-
<b>Investments</b>	#DIV/0!							-
<b>Credit Related</b>	#DIV/0!		1,358	1,304	N/A	N/A	59%	N/A