

Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name: Lloyds Bank 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: Lloyds; C&G Savings; TSB package bank accounts; Lloyds Private Banking; Scottish Widows Bank

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	5.23		154,203	148,211	67%	32%	70%	General admin / customer service
Home Finance	7.29		5,598	5,441	73%	24%	70%	General admin / customer service
Insurance & pure protection	118.80		220,679	219,281	3%	86%	66%	Advising, selling and arranging
Decumulation & pensions	0.52		189	184	34%	65%	17%	Advising, selling and arranging
Investments	3.25		1,412	1,402	53%	44%	39%	Advising, selling and arranging
Credit Related	4.74		4,197	4,208	N/A	N/A	64%	N/A