Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name:	MBNA 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:	MBNA Limited

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	4.37		18,259	18,305	59%	41%	17%	Information, sums / charges or product performance
Home Finance								
Insurance & pure protection	29.88		126,143	143,202	0%	81%	72%	Advising, selling and arranging
Decumulation & pensions								
Investments								
Credit Related								