Complaints Publication Report

This table belongs to DISP 1.10A12R.

Complaints publication report

Firm name:	Scottish Widows 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:	Scottish Widows

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								
Home Finance								
Insurance & pure protection	0.54		742	745	70%	29%	65%	General admin / customer service
Decumulation & pensions	0.67		2,623	2,632	69%	28%	80%	General admin / customer service
Investments	5.18		1,149	1,147	77%	21%	63%	General admin / customer service
Credit Related								