Complaints Publication Report

Complaints publication report

Firm name:	Halifax Share Dealing 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 2018
Brands / trading names covered:	Halifax Share Dealing*; Bank of Scotland Share Dealing; IWeb Share Dealing; The Motley Fool Share Dealing Service; Lloyds Bank Direct Investments

	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								
Decumulation & pensions	8.60		41	45	73%	27%	56%	General admin / customer service
Investments	0.97		1,031	1,061	84%	16%	42%	General admin / customer service
Credit Related								