Complaints Publication Report

Complaints publication report

Firm name:	HBOS Investment Fund Managers 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 2018
Brands / trading names covered:	HBOS Investment Fund Managers

	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	Percentage upheld
Banking and Credit Cards								
Home Finance								
Insurance & pure protection								
Decumulation & pensions								
Investments	0.51		595	593	74%	24%	78%	General admin / customer service
Credit Related								