

Complaints Publication Report

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Firm name: Lloyds Bank General Insurance 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
 The following firms/brands market or have marketed products provided or underwritten by Lloyds Bank General Insurance:
 Brands / trading names covered: Lloyds Bank Insurance; C&G; Assurant; U-insure; Pearl; Britannic; AA; SAGA; Kwik Fit; Budget; Dial; Post Office; Click; Yes; More Than; Quote Mart; Argos, Halifax; Bank of Scotland; Goldfish, KeyConnect, Elephant, Bradford & Bingley, ibuyeco

Product/Service Grouping	Number of complaints opened by volumes of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and Credit Cards								
Home Finance								
Insurance & pure protection	2.76		6,466	6,522	46%	48%	67%	General admin / customer service
Decumulation & pensions								
Investments								
Credit Related	0.52		67	66	N/A	N/A	83%	N/A