Complaints Publication Report

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 2018
Brands / trading names covered:	MBNA Limited; NUBA Limited

	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	5.08		16,661	17,285	65%	34%	18%	Information, sums / charges or product performance
Home Finance								
Insurance & pure protection	20.97		88,499	95,160	2%	95%	65%	Advising, selling and arranging
Decumulation & pensions								
Investments								
Credit Related								