Complaints Publication Report

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 2018
Brands / trading names covered:	Scottish Widows

	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	0.65		839	859	61%	33%	74%	General admin / customer service
Decumulation & pensions	0.73		2,964	2,969	60%	37%	78%	General admin / customer service
Investments	5.51		967	974	72%	25%	70%	General admin / customer service
Credit Related								-