Complaints Publication Report

Complaints publication report

Firm name:	The Mortgage Business PLC
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:	TMB

	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	28.57		1,097	1,146	61%	27%	40%	Arrears related
Insurance & pure protection								
Decumulation & pensions								
Investments								
Credit Related								