Complaints publication report
Firm name:
Group (if applicable):
Other firms included in this report (if any):
Period covered in this report:

Brands / trading names covered:

Embark Investment Services Limited
Lloyds Banking Group
None
1st January to 30th June 2024
Embark Investment Services Limited; Embark Platform; Scottish Widows Platform; Stocktrade

	Number of complaint	ts opened by volumes						
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	<u>Main cause of</u> complaints opened_
Banking and Credit Cards								
Home Finance								
Insurance & pure protection								
Decumulation & pensions	5.17		530	691	21%	62%	75%	General Admin / Customer Services
Investments	1.86		571	734	18%	64%	75%	General Admin / Customer Services
<u>Credit Related</u>								