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:

Lloyds Bank General Insurance Limited
Lloyds Banking Group
None
1st January to 30th June 2024
Lloyds Bank General Insurance Limited; Bank of Scotland; Halifax; MBNA

	Number of complaints 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	Main cause of complaints opened
Banking and Credit Cards								
Home Finance								
Insurance & pure protection	2.62		6,428	6,348	33%	64%	68%	General Admin / Customer Services
Decumulation & pensions								
<u>Investments</u>								
<u>Credit Related</u>								