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:

Scottish Widows Administration Services
Lloyds Banking Group
None
1st January to 30th June 2024
Scottish Widows Administration Services Limited

	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								
Decumulation & pensions	0.87		537	631	5%	84%	67%	General Admin / Customer Services
<u>Investments</u>	1.29		1	1	0%	100%	100%	General Admin / Customer Services
<u>Credit Related</u>								