Complaints Publication Report

Complaints publication report

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

Scottish Widows Limited
Lloyds Banking Group
Marca and Annual Ann

None

None Ist January to 30th June 2024 Scottish Widows Limited; Bank of Scotland; Clerical Medical; Halifax; Halifax Financial Services; Lloyds Bank Brands / trading names covered: Number of co d by y es <u>Provision (at</u> orting period end <u>date)</u> Percentage closed after 3 days but within 8 weeks <u>Number of</u> complaints closed Percentage closed within 3 days <u>Main cause of</u> omplaints opened <u>Number of</u> complaints opened termediation in the reportin period) ntage uphe Product/Service Grouping Banking and Credit Cards Home Finance General Admin / Insurance & pure protection 1.39 1,472 1,518 36% 55% 75% Customer Services General Admin / Decumulation & pensions 1.75 9,160 9,037 21% 66% 87% Customer Services General Admin / 2,157 9.77 2,102 Investments 20% 70% 90% Customer Services Credit Related