

Complaints Publication Report

Complaints publication report

Firm name: Suzuki Financial Services Ltd
 Group (if applicable): Lloyds Banking Group
 Other firms included in this report (if any): None
 Period covered in this report: 1st January to 30th June 2024
 Brands / trading names covered: Suzuki Financial Services Limited; Suzuki; Suzuki Finance

Product/Service Grouping	Number of complaints opened by volumes							
	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
<u>Banking and Credit Cards</u>								
<u>Home Finance</u>								
<u>Insurance & pure protection</u>								
<u>Decumulation & pensions</u>								
<u>Investments</u>								
<u>Credit Related</u>	77.80		2,905	90	N/A	N/A	33%	N/A