

Complaints Publication Report

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Firm name: Black Horse Limited
 Group (if applicable): Lloyds Banking Group
 Other firms included in this report (if any): None
 Period covered in this report: 1st July to 31st December 2024
 Brands / trading names covered: Black Horse Limited; Aprilia Finance; Aprilia Freedom Plan; Aston Martin Financial Services; Black Horse; Black Horse Caravan and Motorhome Finance; Black Horse Finance; Black Horse Fleet Finance; Black Horse Motor Finance; Black Horse Motorcycle Finance; Black Horse Motorhome Finance; Black Horse Taxi Finance; Ducati Finance; Ducati Financial Services; Fowlers Finance; Harley-Davidson Finance; Indian Motorcycle Finance; Isuzu Finance; Jaguar Financial Services; K-care Finance; Kawasaki Finance; Kymco Finance; Land Rover Financial Services; Moto Guzzi Freedom Plan; Peugeot Motorcycle Finance; Peugeot Scooter Finance; Piaggio Freedom; Piaggio Freedom Plan; Streetbike Finance; Subaru Finance; Suzuki Finance; Triumph Motorcycle Finance; Triumph TriStar; Vespa Freedom Plan

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
<u>Banking and Credit Cards</u>								
<u>Home Finance</u>	0.00		19	5	20%	80%	80%	Information, Sums / Charges or Product Performance
<u>Insurance & pure protection</u>	0.00		73	76	34%	47%	3%	Advising, Selling & Arranging
<u>Decumulation & pensions</u>								
<u>Investments</u>								
<u>Credit Related</u>	358.36		260,936	6,082	N/A	N/A	48%	N/A

*Provision figures showing as zero as Black Horse Ltd no longer has any live secured lending agreements or live PPI Policies.