

Complaints Publication Report

Complaints publication report

Firm name: International Motors Finance Ltd
 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: International Motors Finance Limited; Great Wall Finance; GWM ORA UK Finance; International Motors Finance; Isuzu Finance; Subaru Finance

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								
Investments								
Credit Related	101.39		830	27	N/A	N/A	56%	N/A