Complaints Publication Report

Complaints publication report

Firm name:	Scottish Widows 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:	Scottish Widows Limited; Bank of Scotland; Clerical Medical; Halifax; Halifax Financial Services; Lloyds; Lloyds Bank

	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	1.34		1,452	1,426	19%	72%	80%	General Admin / Customer Services
Decumulation & pensions	1.68		9,046	8,963	17%	70%	88%	General Admin / Customer Services
Investments	11.84		2,488	2,296	19%	73%	90%	General Admin / Customer Services
Credit Related								