

## Complaints Publication Report

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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 July to 31st December 2024  
 Brands / trading names covered: Suzuki Financial Services Limited; Suzuki; Suzuki 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
<u>Banking and Credit Cards</u>								
<u>Home Finance</u>								
<u>Insurance &amp; pure protection</u>								
<u>Decumulation &amp; pensions</u>								
<u>Investments</u>								
<u>Credit Related</u>	257.76		9,483	105	N/A	N/A	51%	N/A