Firm Name: State Bank of India, UK

Period Covered in this report: 1 October 2023 to 31 March 2024

Brand/trading names covered: State Bank of India, UK

Product/Service Group	Number of complaints opened by volume of business	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed > 3 days but within 8 weeks	Percentage closed > 8 weeks	Percentage upheld	Main cause of complaints opened
Banking & Credit Cards	1.30 per 1000 customers	145	146	56.85%	43.15%	0%	58.90%	General admin/customer service
Home Finance	0.24% per total BTL accounts	7	7	0%	100%	0%	28.57%	General admin/customer service
Insurance and Pure Protection	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Documentation and pensions	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Credit Related	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A