Firm Name: State Bank of India, UK
Period Covered in this report: 1 October 2024 to 31 March 2025
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	1.08 per 1000 customers	124	119	53.78%	46.22%	0%	50.42%	General admin/customer service
Home Finance	0.70% per total BTL accounts	21	21	9.52%	90.48%	0%	42.86%	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