**Firm Name**: State Bank of India, UK
**Period Covered in this report**: 1 October 2025 to 31 March 2026
**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 | 0.77 per 1000 customers | 92 | 92 | 66.30% | 33.70% | 0% | 59.78% | General admin/customer service |
| Home Finance | 0.96 per total BTL accounts | 30 | 30 | 6.67% | 93.33% | 0% | 50.00% | 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 |