

Firm Name: State Bank of India, UK

Period Covered in this report: 1 April 2023 to 30 September 2023

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	0.3% per 1000 accounts	184	179	42.46%	57.54%	0%	45.81%	General admin/customer service
Home Finance	0.88% per 1000 balance outstanding	7	7	0%	100%	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