Firm Name: State Bank of India, UK
Period Covered in this report: 1 April 2024 to 30 September 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	0.91 per 1000 customers	103	104	60.58%	39.42%	0%	42.31%	General admin/customer service
Home Finance	6.53% per total BTL accounts	19	19	21.05%	78.95%	0%	42.11%	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