Firm Name: State Bank of India, UK
Period Covered in this report: 1 October 21 to 31 March 2022
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	1.88% per 1000 accounts	197	197	35.53%	64.46%	0%	17.25%	General admin/customer service
Home Finance	4.55% per 1000 balance outstanding	8	8	25%	75%	0%	62.5%	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