

Firm Name: State Bank of India, UK

Period Covered in this report: 1 October 20 to 31 March 2021

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	2.79 Per 1000 accounts	278	255	54.90%	44.71%	0.39%	36.86%	Other general admin / customer service
Home Finance	4.10 Per 1000 balance outstanding	4	21	4.76%	95.24%	0%	14.29%	Other general admin / customer service
Insurance and Pure Protection	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
Investments	N/A	N/A	N/A	N/A	N/A		N/A	N/A
Credit Related	-	-	-	-	-		-	-