Treasury Committee

Jeremy Ward
Managing Director General Insurance
Scottish Widows/Lloyds Banking

By email

23 July 2025

Dear Mr Ward

Follow-up requests following insurance companies hearing on 08 July 2025

Thank you for your appearance in front of the Treasury Committee on Tuesday 08 July 2025.

During the hearing, you committed to follow-up in writing on the following points. I have referenced the question number in the transcript for further background:

- According to the FCA's firm-specific complaints data from December 2024, Scottish Widows' uphold rate for insurance and pure protection complaints was at 80% between July and December 2024. Why is that? (Q84)
- What is the gender and ethnic breakdown within your organisation? (Q109 - Q111)
- Does your firm support the proposals currently under consultation by the FCA regarding non-financial misconduct rules? (Q112)

We would be grateful if you could respond to this letter by 22 August 2025.

In line with the Committee's usual practice, I will, in due course, be placing this letter and your response in the public domain.

Yours sincerely

Meg Hillier

Dame Meg Hillier MP
Chair of the Treasury Committee

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