| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-xxxxResponded to: xx December 2024 |
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Your recent request for information is replicated below, together with our response.

**I am looking for all data in the last 15 years, between 2009 - to date.**

**- Over the last 15 years, how many complaints have you received about Lloyds Recoveries, (part of Lloyds Bank) Business Support Unit (BSU)?**

**- ⁠Over the same time period, how many complaints about Lloyds “Business Support Unit” (BSU) related to allegations of fraud?**

**- In total, how many complaints about Lloyds “Business Support Unit” (BSU) were investigated by you?**

**- In total, how many complaints relating to Lloyds “Business Support Unit” (BSU) resulted in convictions?**

Unfortunately, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to process your request. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance. To explain, we are unable to search crime reports or incidents by organisation.

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by email or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by email or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.