

# Complaints publication report

**Firm Name** - Zopa Bank Limited

**Group** - Zopa Group Limited

**Other firms included in this report** - Zopa Limited

**Period covered in this report** - 01/01/20 to 30/06/20

	Number of complaints opened by volume of business							
Product/service grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Banking and credit cards	per 1000 accounts	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Investments	1.48 per 1000 client accounts	N/A	85	84	32%	68%	46%	Information, sums/charges or product performance
Credit related	2.41 per 1000 accounts	N/A	693	679	57%	42%	36%	General admin / customer service