

# 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** – 01/07/20 to 31/12/20

Product/service grouping	Number of complaints opened by volume of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and credit cards	1.10 per 1000 accounts	N/A	61	61	25%	75%	26%	General admin / customer service
Investments	3.55 per 1000 client accounts	N/A	115	112	52%	48%	43%	General admin / customer service
Credit related	2.83 per 1000 accounts	N/A	768	779	65%	34%	40%	General admin / customer service