

Complaints Publication Report

First Name – Zopa Bank Limited

Group – Zopa Group Limited

Other firms included in this report – Zopa Limited

Period covered in this report – 01/01/21 to 30/06/21

	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	3.84 per 1000 accounts	N/A	457	448	69%	31%	33%	General admin / customer service
Investments	2.53 per 1000 client accounts	N/A	139	141	61%	39%	12%	Information, sums/charges or product performance
Credit Related	3.43 per 1000 accounts	N/A	985	963	58%	41%	34%	General admin / customer service