

# 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 – 01/07/21 to 31/12/21**

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	3.58 per 1000 accounts	N/A	825	820	57%	43%	36%	General admin / customer service
Investments	2.57 per 1000 client accounts	N/A	135	132	33%	67%	50%	General admin / customer service
Credit Related	3.65 per 1000 accounts	N/A	1136	1099	45%	52%	43%	General admin / customer service