

# Complaints Publication Report

**First Name – Zopa Bank Limited**

**Period covered in this report – 01/01/22 to 31/06/22**

	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	3.92 per 1000 accounts	N/A	1406	1267	22%	78%	38%	General admin / customer service
Credit Related	4.94 per 1000 accounts	N/A	1264	1052	13%	81%	51%	General admin / customer service