

# Complaints Publication Report

**First Name – Zopa Bank Limited**

**Period covered in this report – 01/07/22 to 31/12/22**

	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	3.41 per 1000 accounts	N/A	1761	1723	9%	89%	48%	General admin / customer service
Credit Related	5.77 per 1000 accounts	N/A	1616	1595	3%	89%	52%	General admin / customer service