

Complaints Publication Report

First Name – Zopa Bank Limited

Period covered in this report – 01/01/23 to 30/06/23

	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	3.51 per 1000 accounts	N/A	2068	2017	10%	90%	52%	Information, sums/charges or product performance
Credit Related	7.65 per 1000 accounts	N/A	2334	2214	4.4%	90%	61%	General admin / customer service