

# Complaints Publication Report

**First Name – Zopa Bank Limited**

**Period covered in this report – 01/07/23 to 31/12/23**

	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	4.48 per 1000 accounts	N/A	3092	2927	35%	65%	50%	Information, sums/charges or product performance
Credit Related	8.64 per 1000 accounts	N/A	2792	2782	21.2%	75%	56%	General admin / customer service