

Complaints Publication Report

First Name – Zopa Bank Limited

Period covered in this report – 01/01/24 to 30/06/24

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	5.18 per 1000 accounts	N/A	4729	4939	33%	67%	42%	Information, sums/charges or product performance
Credit Related	8.96 per 1000 accounts	N/A	3686	3506	24%	74%	47%	General admin/customer service