

This documents evidences the claims made for Zopa's app advertised from 30th August 2024

CLAIM	DESCRIPTION
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|----|--|
| 1  | In the Zopa app you can keep track of your money and see all your credit card & bank accounts in 1 place                   |
| 2  | In the Zopa app you can stay on top of your finances and see your money across multiple accounts in 1 place.               |
| 3  | In the Zopa app, you can easily track your spending across multiple accounts   |
| 4  | In the Zopa app you can see your spending in one place, no matter which account you paid from.                             |
| 5  | In the Zopa app you can track your spending at specific merchants across all your bank accounts                            |
| 6  | In the Zopa app you can track your refunds in 1 place, no matter which account you paid from.                              |
| 7  | In the Zopa app you can effortlessly and easily track your refunds, across all your credit card and bank accounts          |
| 8  | In the Zopa app you can effortlessly see what you're spending on subscriptions, no matter which account you're paying from |
| 9  | In the Zopa app you can easily track all your subscriptions' payments in 1 place   |
| 10 | The Zopa app is free to download and use   |
| 11 | Zopa is rated Excellent, with 4.5 /5 stars on Trustpilot   |
| 12 | Zopa's app is highly rated, reaching 4.8 /5 on Google Play store and 4.9 /5 on Apple store                                 |
| 13 | Zopa Bank is an award-winning bank   |
| 14 | Zopa has over 1.2m customers and holds over £4b in savings   |
| 15 | It's easy to set up an account in the Zopa app   |

- 1 In the Zopa app you can keep track of your money and see all your credit card & bank accounts in 1 place
- 2 In the Zopa app you can stay on top of your finances and see your money across multiple accounts in 1 place.
- 3 In the Zopa app, you can easily track your spending across multiple accounts
- 4 In the Zopa app you can see your spending in one place, no matter which account you paid from.
- 5 In the Zopa app you can track your spending at specific merchants across all your bank accounts
- 6 In the Zopa app you can track your refunds in 1 place, no matter which account you paid from.
- 7 In the Zopa app you can effortlessly and easily track your refunds, across all your credit card and bank accounts

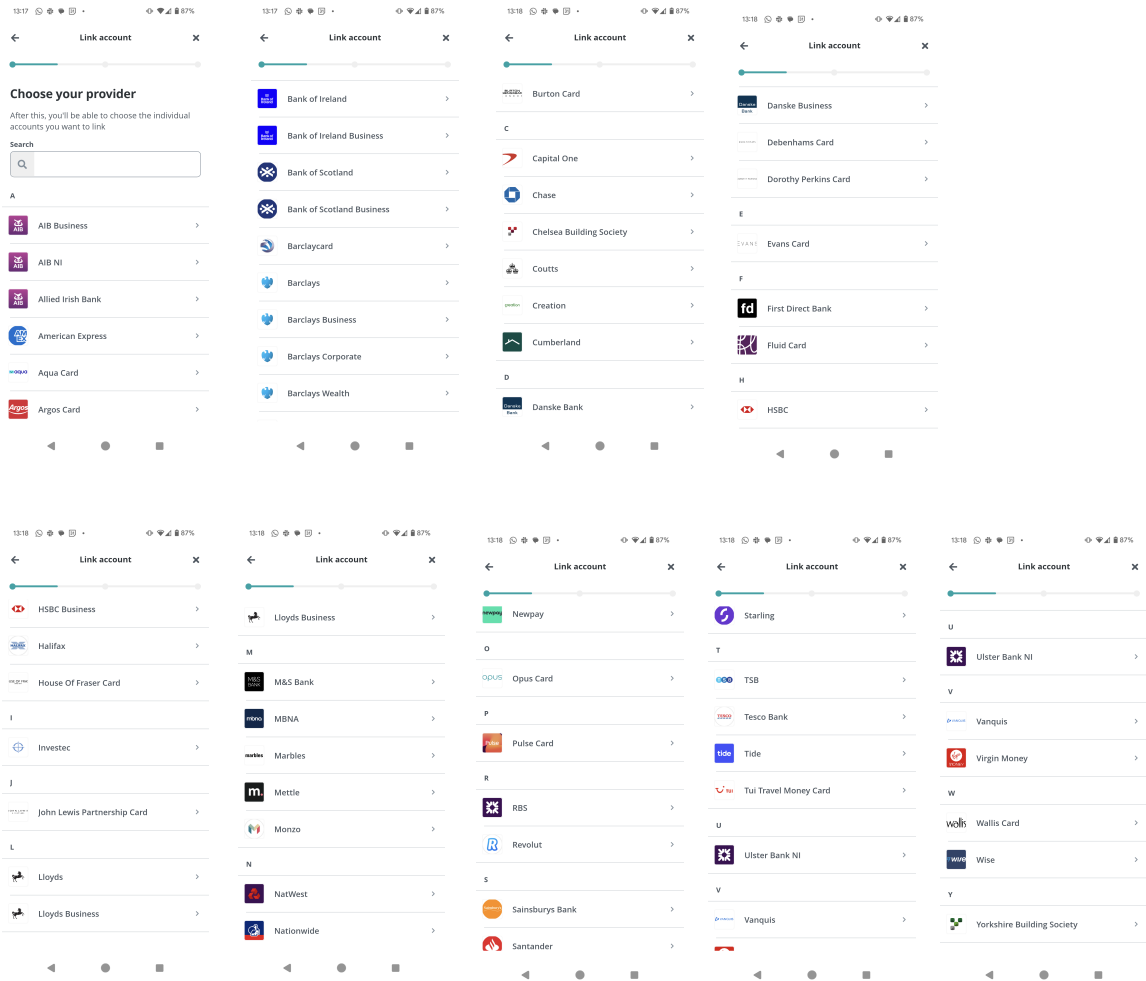
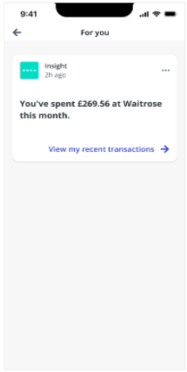
Evidence:

Customers can easily see their spending across multiple accounts in one place, under the Transactions' section in the Zopa app. See the app screenshots below.

Customers promptly receive personalised insights about their spending levels and habits at specific merchants. See the app screenshots below.

Customers can see their refunds across all the linked accounts under the Transactions' section in the Homepage section of the Zopa app. See the app screenshots below.

The mass majority of the UK bank accounts and credit cards are available to link in the Zopa app. See the app screenshots below.

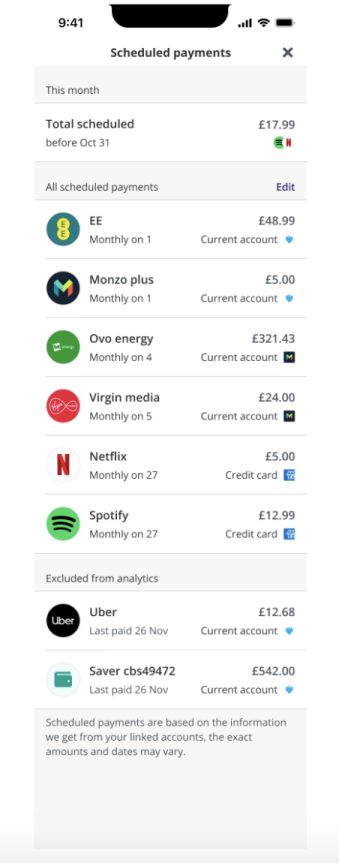
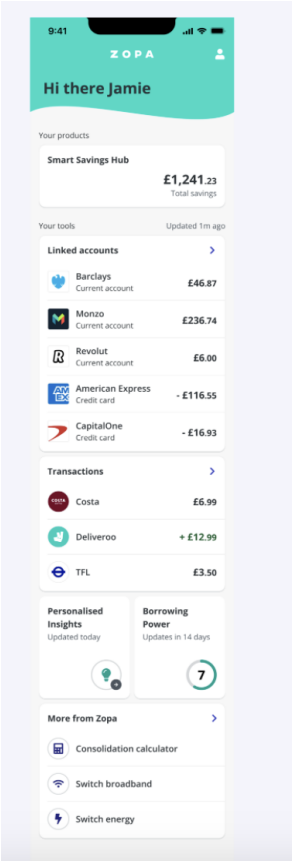


8 In the Zopa app you can effortlessly see what you're  
9 spending on subscriptions, no matter which account  
you're paying from  
In the Zopa app you can easily track all your  
subscriptions' payments in 1 place

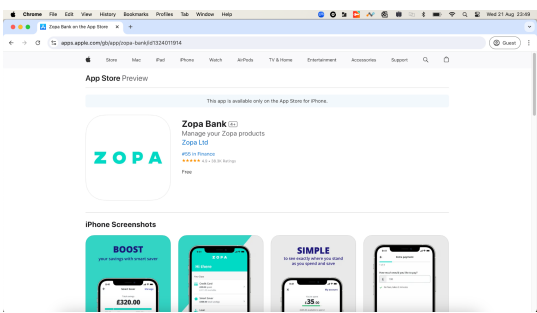
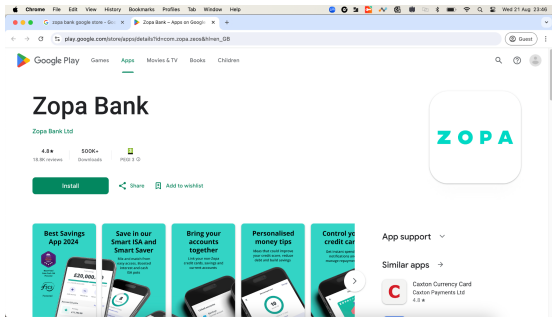
Evidence

Customers can see their subscriptions paid by multiple  
linked accounts in one place in the Zopa app - under the  
'scheduled payments' section in the 'For You' section of  
the Zopa app, which is accessible from the homepage.

See attached screenshots from the Zopa app



Claim 10: The Zopa app is free to download and use  
Evidence: See screenshots taken on 21st August 2024



Claim 11: Zopa is rated Excellent - 4.5 /5 stars on Trustpilot

Zopa Banks is rated Excellent - 4.5 starts from 25,852 reviews.

Screenshot taken on 21st August 2024

Evidence



Chrome File Edit View History Bookmarks Profiles Tab Window Help


Zopa Reviews | Read Custom... x +



uk.trustpilot.com/review/zopa.com

Trustpilot Search for another company... Categories Blog Log in For businesses



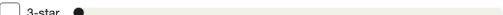

Money & Insurance > Banking & Money > Bank > Zopa

 **Zopa**  
Reviews 25,852 • Excellent  
 4.5 ⓘ  
VERIFIED COMPANY






 [zopa.com](https://zopa.com)  
Visit this website

 [Write a review](#) 

**Reviews** ★ 4.5  
25,852 total

<input type="checkbox"/> 5-star		89%
<input type="checkbox"/> 4-star		4%
<input type="checkbox"/> 3-star		<1%
<input type="checkbox"/> 2-star		<1%

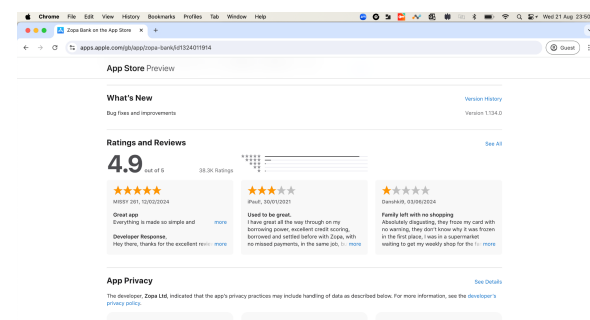
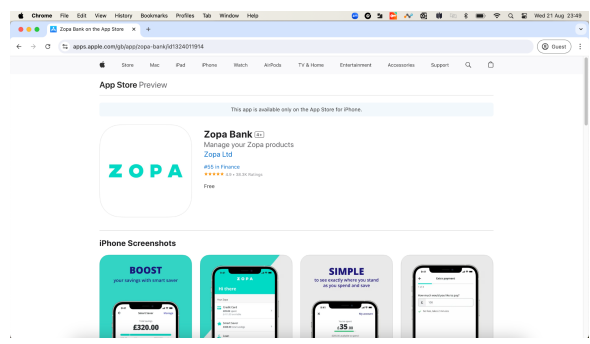
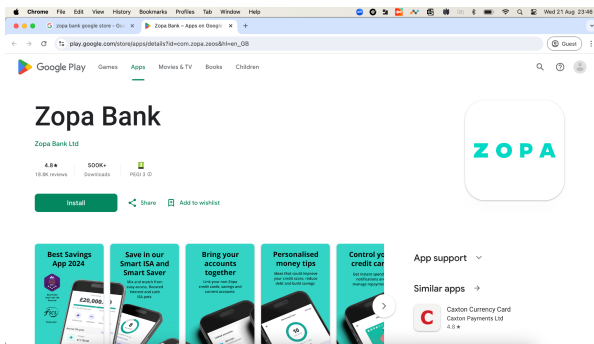
**Company activity** [See all](#)

-  Claimed profile
-  Pays for extra features
-  Replied to 90% of negative reviews
-  Replies to negative reviews in < 1 week
-  May use AI to improve replies

**Claim 12:** Zopa's app is highly rated, reaching 4.8 /5 on Google Play store and 4.9 /5 on Apple store

The Zopa Bank app is given 4.9 out of 5 stars on Apple's App Store, from 38.3k reviews and 4.8 stars out of 5 stars on Google Play store from 18.8k reviews. Screenshots taken on 21st August 2024

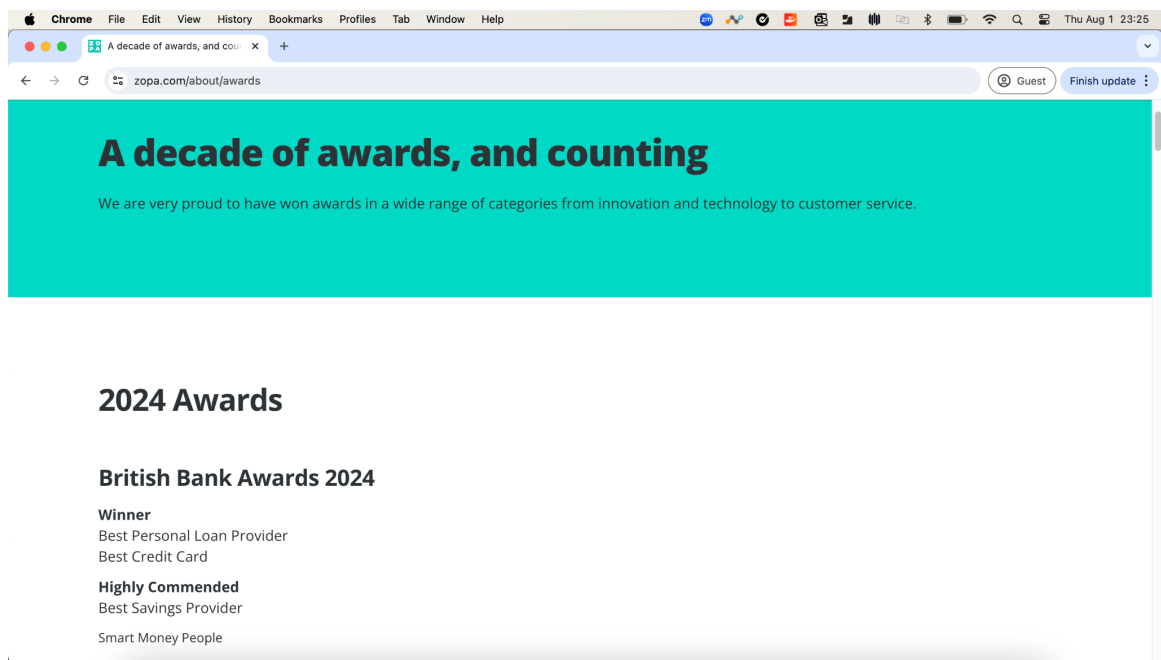
**Evidence**



**Claim 13: Zopa Bank is award-winning**

**Evidence** See screenshots below and

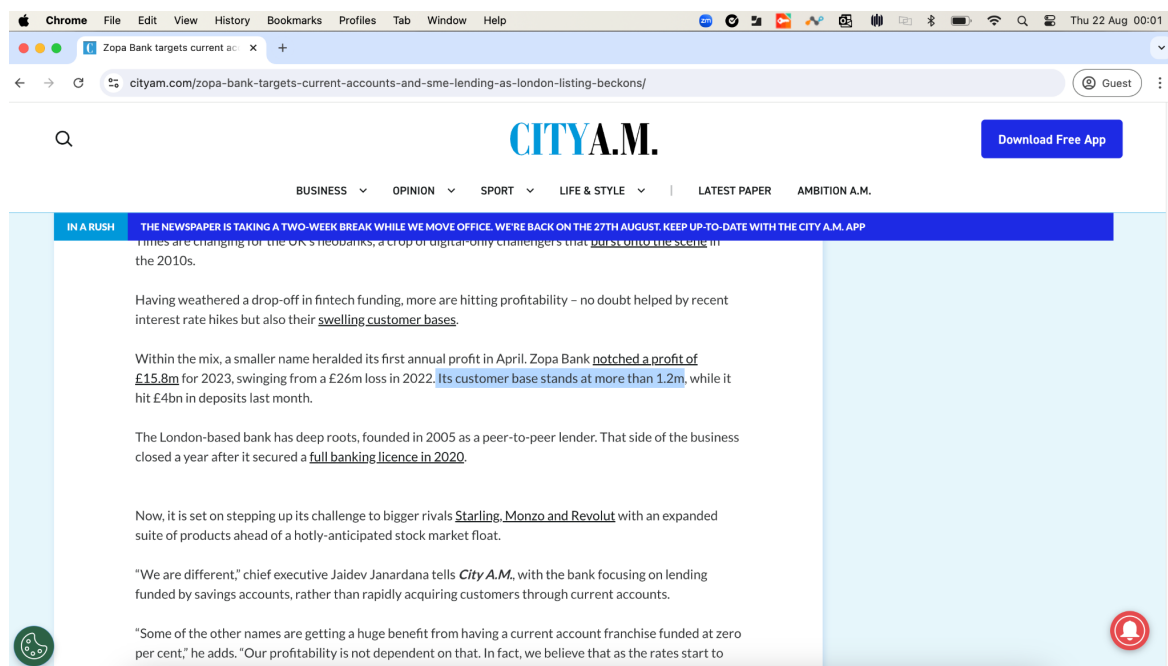
<https://www.zopa.com/about/awards>



**Claim 14:** Zopa has over 1.2m customers and holds over £4b in savings  
Zopa has officially announced this via a press release. See the links provided and the screenshot taken on 22nd August

**Evidence**

<https://www.cityam.com/zopa-bank-targets-current-accounts-and-sme-lending-as-london-listing-beckons>  
<https://fintech-alliance.com/news-insights/article/zopa-bank-customer-deposits-top-4bn>





**15            It's easy to set up an account in the Zopa app**

Evidence            It's simple and easy to set up an account with Zopa. Once the user downloads the app and opens it, it takes a few taps to provide their personal information before they can log into the app and start using it.