

Complaints Publication Report

First Name – Zopa Bank Limited

Period covered in this report – 01/07/24 to 30/12/24

	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	3.42 per 1000 accounts	N/A	3286	3258	55%	45%	45%	Information, sums/charges or product performance
Credit Related	7.34 per 1000 accounts	N/A	3242	3104	28.3%	69.1%	45%	General admin/customer service