

# H1 2021 Publication Data: Co-operative Bank Plc

Name: **The Co-operative Bank plc**

Period covered in this return: **1 January 2021 – 30 June 2021**

Brand / trading names covered: **The Co-operative Bank, Britannia, Platform & smile**

H1 2021	Number of complaints opened by volume of business						
Product / Service Grouping	Provision (at reporting period end date)	Number of complaints opened	Number of complaints closed	% Closed within 3 days	% Closed after 3 days but within 8 weeks	% Upheld	Main cause of complaints opened
<b>Banking &amp; credit cards</b>	3.3 per 1,000 balances in force	13,994	14,191	69.4%	28.6%	46.5%	General Admin / Customer Service
<b>Home finance</b>	12.6 per 1,000 balances in force	2,191	2,153	33.2%	48.2%	51.7%	General Admin / Customer Service
<b>Insurance and pure protection</b>	3.3 per 1,000 balances in force	24	30	26.7%	70.0%	26.7%	Advising, selling and arranging
<b>Decumulation and pensions</b>	N/A* per 1000 policies in force	3	3	66.7%	33.3%	0.0%	Advising, selling and arranging
<b>Investments</b>	N/A* per 1000 clients in force	8	11	18.2%	63.6%	9.1%	Advising, selling and arranging
<b>Credit related</b>	0	0	0	0	0	0	-
<b>Total</b>		<b>16,220</b>	<b>16,388</b>				

**Decumulation, Life & Pensions and Investments:** Co-operative Bank continues to resolve complaints relating to advice provided at point of sale for various historic products, which are now either owned or administered by 3rd party firms.