

H1 2023 Publication Data: Co-operative Bank plc

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

Period covered in this return: **1 January 2023 – 30 June 2023**

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

H1 2023	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
Banking & credit cards	4.4 per 1,000 balances in force	15,227	15,600	83.0% (12,953)	9.9% (1,548)	50.3% (7,851)	General Admin / Customer Service
Home finance	11.3 per 1,000 balances in force	1,880	1,803	14.1% (255)	36.1% (651)	59.8% (1,079)	General Admin / Customer Service
Insurance and pure protection	98 per 1,000 balances in force	50	49	6.1% (3)	81.6% (40)	10.2% (5)	General Admin / Customer Service
Decumulation and pensions	N/A* per 1000 policies in force	1	0	(0)	(0)	(0)	Advising, selling and arranging
Investments	N/A* per 1000 clients in force	0	0	(0)	(0)	(0)	-
Credit related	0	0	0	0	0	0	-
Total		17,158	17,452				

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.