

# H1 2024 Publication Data: Co-operative Bank plc

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

Period covered in this return: **1 January 2024 – 30 June 2024**

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

H1 2024	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>	3.7 per 1,000 balances in force	12,595	12,016	80.6%	15.3%	65.5%	General Admin / Customer Service
<b>Home finance</b>	25.8 per 1,000 balances in force	3,548	3,051	30.2%	32.8%	82.1%	General Admin / Customer Service
<b>Insurance and pure protection</b>	N/A* per 1,000 balances in force	6	6	0.0%	83.3%	33.3%	Advising, selling and arranging
<b>Decumulation and pensions</b>	N/A* per 1000 policies in force	2	1	0.0%	100.0%	0.0%	Advising, selling and arranging
<b>Investments</b>	N/A* per 1000 clients in force	1	1	0.0%	0.0%	0.0%	Advising, selling and arranging
<b>Credit related</b>	0	0	0	0	0	0	-
<b>Total</b>		<b>16,152</b>	<b>15,075</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.