

7a. H1 2020 Publication Data: Co-operative Bank Plc

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

Period covered in this return: **1 January 2020 – 30 June 2020**

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

Product / Service Grouping	Number of complaints opened by volume of business	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
	Provision (at reporting period end date)						
Banking & credit cards	2.7 per 1,000 balances in force	11,877	12,036	68.6%	27.9%	53.9%	Other General Admin / Customer Service
Home finance	7.2 per 1,000 balances in force	1,252	1,299	52.3%	46.8%	44.1%	Other General Admin / Customer Service
Insurance and pure protection	78.2 per 1,000 balances in force	658	18,341	0.1%	1.6%	74.5%	Unsuitable Advice
Decumulation and pensions	N/A* per 1000 policies in force	3	3	33.3%	66.7%	0.0%	Unsuitable Advice
Investments	N/A* per 1000 clients in force	22	33	9.1%	45.5%	3.0%	Unsuitable Advice
Credit related	0	0	0	0	0	0	-
Total		13,812	31,712				

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.

Insurance and Pure Protection: Complaint volumes are indicative of the number of PPI claims.