

H2 2020 Publication Data: Co-operative Bank Plc

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

Period covered in this return: **1 July 2020 – 31 December 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	3.3 per 1,000 balances in force		14,274	14,257	63.2%	35.3%	49.2%	General Admin / Customer Service
Home finance	13.3 per 1,000 balances in force		2,266	1,890	47.6%	50.5%	49.6%	General Admin / Customer Service
Insurance and pure protection	5.5 per 1,000 balances in force		43	249	6.4%	11.6%	70.3%	Advising, selling and arranging
Decumulation and pensions	N/A per 1000 policies in force		0	0	N/A	N/A	N/A	N/A
Investments	N/A per 1000 clients in force		8	6	33.3%	50.0%	50.0%	Advising, selling and arranging
Credit related	0		0	0	0	0	0	N/A
Total			16,591	16,402				