

H2 2021 Publication Data: Co-operative Bank Plc

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

Period covered in this return: **1 July 2021 – 31 December 2021**

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

H2 2021		Number of complaints opened by volume of business					Main cause of complaints opened
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	
Banking & credit cards	4.1 per 1,000 balances in force	16,823	16,699	75.2%	23.7%	32.8%	General Admin / Customer Service
Home finance	10.4 per 1,000 balances in force	1,820	2,120	29.5%	35.0%	63.9%	General Admin / Customer Service
Insurance and pure protection	1.8 per 1,000 balances in force	8	11	27.3%	45.5%	36.4%	Advising, selling and arranging
Decumulation and pensions	N/A* per 1000 policies in force	0	0	0%	0%	0%	Advising, selling and arranging
Investments	N/A* per 1000 clients in force	4	4	50.0%	50.0%	0.0%	Advising, selling and arranging
Credit related	0	0	0	0	0	0	-
Total		18,655	18,834				

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.