

H2 2022 Publication Data: Co-operative Bank plc

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

Period covered in this return: **1 July 2022 – 31 December 2022**

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

H2 2022	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	4.6 per 1,000 balances in force	16,304	16,337	76.2%	13.6%	49.1%	General Admin / Customer Service
Home finance	9.3 per 1,000 balances in force	1,558	1,208	21.9%	63.2%	53.0%	General Admin / Customer Service
Insurance and pure protection	2 per 1,000 balances in force	7	14	7.1%	50.0%	50.0%	General Admin / Customer Service
Decumulation and pensions	N/A* per 1000 policies in force	1	3	0.0%	66.7%	33.3%	Advising, selling and arranging
Investments	N/A* per 1000 clients in force	5	4	25.0%	75.0%	25.0%	General Admin / Customer Service
Credit related	0	0	0	0	0	0	-
Total		17,875	17,566				

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.