

H2 2023 Publication Data: Co-operative Bank plc

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

Period covered in this return: **1 July 2023 – 31 December 2023**

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

H2 2023	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	3.6 per 1,000 balances in force	12,191	12,492	82.4%	12.0%	56.7%	Other General Admin / Customer Service
Home finance	12.1 per 1,000 balances in force	1,950	2,006	14.3%	37.8%	65.4%	Other General Admin / Customer Service
Insurance and pure protection	67.8 per 1,000 balances in force	8	11	18.2%	45.5%	27.3%	Unsuitable Advice
Decumulation and pensions	N/A* per 1000 policies in force	0	0	0%	0%	0%	-
Investments	N/A* per 1000 clients in force	1	0	0%	0%	0%	Unsuitable Advice
Credit related	0	0	0	0	0	0	-
Total		14,150	14,509				

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.