

# Publication Data: Co-operative Bank Plc

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

Period covered in this return: **1 July 2018 – 31 December 2018**

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

	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
<b>Banking &amp; credit cards</b>	2.6 per 1000 balances in force	12,230	12,210	57.1%	42.2%	56.1%	Other General Admin / Customer Service
<b>Home finance</b>	7.4 per 1000 balances in force	1,697	1,781	29.8%	70.1%	51.7%	Other General Admin / Customer Service
<b>Insurance and pure protection</b>	371.1 per 1000 balances in force	11,368	12,739	0.4%	99.5%	75.8%	Unsuitable Advice
<b>Decumulation and pensions</b>	N/A* per 1000 policies in force	2	3	0	33.3%	33.3%	Unsuitable Advice
<b>Investments</b>	N/A* per 1000 clients in force	56	56	26.8%	51.8%	0	Unsuitable Advice
<b>Credit related</b>	0	0	0	0	0	0	-
<b>Total</b>		<b>25,353</b>	<b>26,789</b>				

\***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.