

H2 2024 Publication Data: Co-operative Bank plc

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

Period covered in this return: **1 July 2024 – 31 December 2024**

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

H2 2024	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	3.0 per 1,000 balances in force	10,290	10,735	76.6 %	13.1 %	67.4 %	General Admin / Customer Service
Home finance	17.0 per 1,000 balances in force	2,402	3,215	33.3 %	38.4 %	77.5 %	General Admin / Customer Service
Insurance and pure protection	N/A* per 1,000 balances in force	3	3	33.3 %	33.3 %	66.7 %	Advising, selling & arranging
Decumulation and pensions	N/A* per 1000 policies in force	1	2	0.0 %	50.0 %	50.0 %	Advising, selling & arranging
Investments	N/A* per 1000 clients in force	2	1	0.0 %	100.0 %	100.0 %	General Admin / Customer Service
Credit related	0	0	0	0	0	0	-
Total		12,698	13,956				

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.