

H1 2025 Publication Data: Co-operative Bank plc

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

Period covered in this return: **1 January 2025 – 30 June 2025**

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

H1 2025	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	2.6 per 1,000 balances in force	9,034	9,244	71.8 %	24.3 %	67.7 %	General Admin / Customer Service
Home finance	11.1 per 1,000 balances in force	1,507	1,609	35.9 %	63.1 %	62.2 %	Arrears related
Insurance and pure protection	N/A* per 1,000 balances in force	1	1	0.0 %	0.0 %	100.0 %	General Admin / Customer Service
Decumulation and pensions	N/A* per 1000 policies in force	0	1	0.0 %	0.0 %	0.0 %	Advising, selling and arranging
Investments	N/A* per 1000 clients in force	0	0	0	0	0	-
Credit related	0	0	0	0	0	0	-
Total		10,542	10,855				

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.