

H1 2026 Publication Data: Co-operative Bank plc

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

Period covered in this return: **1 January 2026 – 30 June 2026**

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

H1 2026	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	9,109	9,167	67.3%	30.5%	63.7%	Other General Admin / Customer Service
Home finance	5.3 per 1,000 balances in force	680	681	48.0%	51.1%	62.7%	Other General Admin / Customer Service
Insurance and pure protection	N/A	6	6	33.3%	66.7%	16.7%	Unsuitable Advice
Decumulation and pensions	N/A*	0	0	-	-	-	-
Investments	N/A*	2	4	25.0%	75.0%	25.0%	Unsuitable Advice
Credit related	N/A	0	0	-	-	-	-
Total		9,797	9,858				

***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.