

H2 2025 Publication Data: Co-operative Bank plc

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

Period covered in this return: **1 July 2025 – 31 December 2025**

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

H2 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	2.5 per 1,000 balances in force	8,554	8,443	67.6%	31.0%	65.7%	Other General Admin / Customer Service
Home finance	8.0 per 1,000 balances in force	1,067	1,128	41.2%	58.3%	57.6%	Other General Admin / Customer Service
Insurance and pure protection	N/A	1	2	0.0%	100.0%	0.0%	Product performance / features
Decumulation and pensions	N/A*	0	0	-	-	-	-
Investments	N/A*	0	0	-	-	-	-
Credit related	0	0	0	-	-	-	-
Total		9,622	9,573				

***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.