



**Firm name: Zempler Bank Limited**

**Period covered in this report: 1st April 2024 – 30<sup>th</sup> September 2024**

**Brands/trading names covered: Zempler Bank**

Product/service grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed >3 days and within 8 weeks	Percentage upheld	Main cause of complaints
Banking and credit cards	Per 1000 accounts 3.34	N/A	1805	1816	23%	77%	47%	General Administration/Customer Service
Credit related	N/A	N/A	2	2	0%	100%	0%	Arrears related complaints