



Firm name: Zempler Bank Limited

Period covered in this report: 1 October 2023 – 31 March 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 3.20	N/A	1769	1624	23%	77%	45%	General Administration/Customer Service
Credit related	(Recommended only) per 1000 accounts/loans	(Recommended only) per 1000 sales	16	15	67%	33%	53%	Arrears related complaints