



Firm name: Zempler Bank Limited

Period covered in this report: 1 October 2024 – 31 March 2025

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 2.92	N/A	1507	1456	21%	79%	44%	General Administration/Customer Service
Credit related	(Recommended only) per 1000 accounts/loans	(Recommended only) per 1000 sales	5	5	0%	100%	60%	Arrears related complaints