



Firm name: Zempler Bank Limited

Period covered in this report: 1 October 2025 – 31 March 2026

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 3.55	N/A	1888	1813	28%	72%	39%	General Administration/Customer Service
Credit related	(Recommended only) per 1000 accounts/loans	(Recommended only) per 1000 sales	12	12	0%	100%	25%	Arrears related complaints