Complaints Publication Report

Firm Name	Aldermore Bank
Period Covered	1 January 2026 to 30 June 2026

At Aldermore, our purpose is backing more people to go for it. However, we also recognise that at times things can go wrong and when they do, we make every effort to rectify the problem as quickly as we possibly can, working with our customers to put things right and ensuring we learn from mistakes.

Aldermore's complaints procedure has been designed to make it quick and easy for customers to get in touch with us for any issues they may have. Our "How we handle complaints" leaflet provides details of how to raise a complaint, and it also details how customers can escalate their complaint to the Financial Ombudsman Service if they are dissatisfied with our response.

The following data details the volume of complaints reportable to the Financial Conduct Authority (FCA) for the last 6 months (1 January 2026 to 30 June 2026).

	Number of Complaints opened by volume of Business							
Grouping	**Provision**	**Number Of Complaints Opened**	**Number Of Complaints Closed**	**Percentage Closed Within 3 Days**	**Percentage Closed After 3 Days But Within 8 Weeks**	**Percentage Upheld**	**Main Cause of Complaints Opened**	
Banking And Credit Cards	2.01 Complaint Per 1000 Accounts	901	730	71%	18%	66%	Errors / not following instructions	
Home Finance	13.77 Complaint Per 1000 Accounts	841	760	30%	43%	75%	Other general admin / customer service	
Credit Related	128.24 Complaint Per 1000 Accounts	852	86	7%	45%	44%	Unclear guidance/arrangement	