

Complaints Publication Report

Firm Name	Aldermore Bank
Period Covered	1 st January 2025 – 30 th June 2025

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 (1st January 2025 – 30th June 2025).

	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	2.19 Complaint Per 1000 Accounts	962	693	45%	54 %	72%	Errors / not following instructions	
Home Finance	13.52 Complaint Per 1000 Accounts	671	1039	28%	70%	66%	Other general admin / customer service	
Credit Related	193.72 Complaint Per 1000 Accounts	1204	79	0.05%	90%	41%	Unclear guidance/arrangement	