

# Complaints Publication Report

Firm Name	Aldermore Bank
Period Covered	1 <sup>st</sup> July 2025 – 31 <sup>st</sup> December 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 (1<sup>st</sup> July 2025 – 31<sup>st</sup> December 2025).

Grouping	Provision	Number of Complaints opened by volume of Business					Percentage Upheld	Main Cause Of Complaints Opened
		Number Of Complaints Opened	Number Of Complaints Closed	Percentage Closed Within 3 Days	Percentage Closed After 3 Days But Within 8 Weeks	Percentage Upheld		
<b>Banking And Credit Cards</b>	1.69 Complaint Per 1000 Accounts	754	706	51%	48 %	71%	Errors / not following instructions	
<b>Home Finance</b>	13.31 Complaint Per 1000 Accounts	691	656	26%	72%	71%	Other general admin / customer service	
<b>Credit Related</b>	72.49 Complaint Per 1000 Accounts	469	50	6%	46%	38%	Unclear guidance/arrangement	