

Complaints Publication Report

Firm Name	Aldermore Bank
Period Covered	1 July 2024 – 31 December 2024

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 July 2024 – 31 December 2024).

Grouping	Provision	Number of Complaints		Percentage Closed Within 3 Days	Percentage Closed After 3 Days But Within 8 Weeks	Percentage Upheld	Main Cause Of Complaints Opened
		Opened	Closed				
Banking And Credit Cards	1.63 Complaint Per 1000 Accounts	695	586	36%	60%	67%	General Admin / Customer Service
Home Finance	16.18 Complaints Per 1000 Balances Outstanding	749	800	28%	66%	65%	General Admin / Customer Service
Credit Related	98.88 Complaints Per 1000 Balances Outstanding	621	60	N/A	N/A	40%	Unclear guidance/arrangement