

## Complaints Publication Report

Firm name: Trading 212 UK Ltd

Group: N/A

Other firms included in this report (if any): N/A

Period covered in this report: 1 July – 31 December 2024

Brands/trading names covered: Trading 212

Product / service grouping	Number of complaints opened by volume of business							
	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 after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Banking and credit cards	0.72	N/A	256	209	0	100%	11.96%	General Admin/Customer Service
Home finance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Insurance and pure protection	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<b>Decumulation and pensions</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Investments</b>	0.29	1.62	595	601	0.66%	99.33%	12.65%	General Admin/Customer Service
<b>Credit related</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Claims management</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Funeral plans</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A