

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 January – 30 June 2026
Brands/trading names covered: Trading 212

	Number of complaints opened by volume of business							
Product / service grouping	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	0.85	N/A	995	954	76.83%	23.17%	18.76%	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
Decumulation and pensions	1.55	1.55	32	24	83.33%	16.67%	12.5%	General Admin/Customer Service
Investments	0.56	2.79	2251	2160	71.89%	28.11%	6.71%	General Admin/Customer Service
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Funeral plans	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A