



CANADIAN TIRE BANK (CTB)

# OMBUDSMAN ANNUAL REPORT **2017**

## Number of complaints resolved by CTB's Ombudsman

|             |          |          |          |          |                          |
|-------------|----------|----------|----------|----------|--------------------------|
| <b>2017</b> | Q1       | Q2       | Q3       | Q4       | <b>TOTAL</b><br><b>6</b> |
|             | <b>2</b> | <b>2</b> | <b>2</b> | <b>0</b> |                          |

## Average number of business days to resolve a CTB Ombudsman complaint

|             |           |          |           |            |                             |
|-------------|-----------|----------|-----------|------------|-----------------------------|
| <b>2017</b> | Q1        | Q2       | Q3        | Q4         | <b>AVERAGE</b><br><b>30</b> |
|             | <b>21</b> | <b>8</b> | <b>60</b> | <b>N/A</b> |                             |

The CTB Ombudsman's office aims to resolve complaints within 30 business days of receipt.

## Number of complaints that were, and were not, resolved to the satisfaction of the complainant

|             |  |   |
|-------------|--|---|
| <b>2017</b> | Number of complaints that were resolved by the CTB Ombudsman's office to the satisfaction of the complainant | Number of complaints that were not resolved by the CTB's Ombudsman's office to the satisfaction of the complainant and the complainant referred their concerns to the Ombudsman for Banking Services and Investments ("OBSI") |
|             | <b>5</b>   | <b>1*</b>   |

\* OBSI agreed with the findings and final position of the CTB Ombudsman and closed their file accordingly.

To view previous annual reports, please visit [myctfs.com/ombudsmanreports](http://myctfs.com/ombudsmanreports)