



CANADIAN TIRE BANK (CTB)

# OMBUDSMAN ANNUAL REPORT 2019

Number of complaints resolved by CTB's Ombudsman

2019	→	Q1	Q2	Q3	Q4	→	TOTAL 6
		0	1	3	2		

Average number of business days to resolve a CTB Ombudsman complaint

2019	→	Q1	Q2	Q3	Q4	→	AVERAGE 49
		N/A	66	39	43		

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

2019	→	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 Ombudsman's office to the satisfaction of the complainant and the complainant referred their concerns to the Ombudsman for Banking Services and Investments ("OBSI")
		1	0