

## Equitable Bank Ombudsman Annual Report 2017

At Equitable Bank, we take pride in our service and are committed to providing our customers with the best customer experience that we can. The dedicated employees in our business units ensure that the vast majority of complaints are resolved before they reach the Office of the Equitable Bank Ombudsman (formerly Chief Complaints Officer), the final internal step in Equitable Bank’s complaint handling process.

Working closely with both customers and the Bank’s relevant business units, the Office of the Equitable Bank Ombudsman independently and thoroughly conducts a full investigation of customer complaints that cannot be resolved within the first two steps of the Bank’s Customer Complaint Handling Procedures (CCHP). The Office of the Equitable Bank Ombudsman is committed to providing an impartial and unbiased review based on the evidence available to help customers and the Bank reach a fair, reasonable and transparent resolution. We also make recommendations, where appropriate, to improve the Bank’s operations, products and services that enhance the customer experience.

For the fiscal year January 1 <sup>st</sup> to December 31 <sup>st</sup>	2017	2016
<b>Total Contacts received by the Office of the Equitable Bank Ombudsman</b>	<b>59</b>	<b>124</b>
<ul style="list-style-type: none"> <li>▪ Full Investigation complaints conducted by the Office of the Equitable Bank Ombudsman</li> </ul>	7	5
<ul style="list-style-type: none"> <li>▪ Complaints that had not yet been through Step 1 and 2 of our CCHP and referred to the appropriate business unit for investigation</li> </ul>	42	81
<ul style="list-style-type: none"> <li>▪ Servicing requests referred to the appropriate business unit for handling</li> </ul>	9	38
<ul style="list-style-type: none"> <li>▪ Complaints that fell outside of the mandate of the Office of the Equitable Bank Ombudsman</li> </ul>	1*	0
<ul style="list-style-type: none"> <li>▪ Sundry contacts (i.e. general inquiries)</li> </ul>	0	0
<b>Number of Full Investigation complaints that were resolved by the Office of the Equitable Bank Ombudsman to the satisfaction of the person who made the complaint</b>	<b>0</b>	<b>1</b>
<b>Average length of time (in business days) taken by the Office of the Equitable Bank Ombudsman to resolve Full Investigation complaints</b>	<b>21</b>	<b>29</b>

\*Although the complaint fell outside of the Equitable Bank Ombudsman’s mandate, a full investigation of the complaint was conducted. However, it is not reflected in the total Full Investigation complaints above.

We encourage our customers to bring their concerns to the attention of the relevant business units as soon as possible and to follow our complaint handling process. If customers are not satisfied following the Equitable Bank Ombudsman’s review, an independent external complaints body can provide further review of the complaint. Equitable Bank’s CCHP provides more information about our external complaints body and other regulatory bodies in Canada and is available in our offices and at [equitablebank.ca](http://equitablebank.ca) and [eqbank.ca](http://eqbank.ca).