



CANADIAN TIRE BANK (CTB)

OMBUDSMAN ANNUAL REPORT 2018

Number of complaints resolved by CTB's Ombudsman

2018	→	Q1	Q2	Q3	Q4	→	TOTAL 16
		4	7	3	2		

Average number of business days to resolve a CTB Ombudsman complaint

2018	→	Q1	Q2	Q3	Q4	→	AVERAGE 41
		46	52	43	24		

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

2018	→	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")
		14	2*

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