



CANADIAN TIRE BANK

OMBUDSMAN ANNUAL REPORT **2013**

Number of Complaints Resolved by CTB's Ombudsman

| | | | | | |
|-------------|----------|----------|----------|----------|--------------------------|
| 2013 | Q1 | Q2 | Q3 | Q4 | TOTAL 8 |
| | 0 | 2 | 3 | 3 | |

Average Number of Business Days to Resolve a CTB Ombudsman Complaint

| | | | | | |
|-------------|------------|----------|-----------|----------|-----------------------------|
| 2013 | Q1 | Q2 | Q3 | Q4 | AVERAGE 10 |
| | N/A | 9 | 12 | 8 | |

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

| | | | |
|-------------|---|--|---|
| 2013 | → | 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") |
| | | 8 | 0* |

* OBSI agreed with the findings and final position of CTB's Ombudsman's office in respect of all matters referred to OBSI and closed their files accordingly.

To view previous annual reports, please visit ctfs.com/ombudsmanreports