



CANADIAN TIRE BANK (CTB)

# OMBUDSMAN ANNUAL REPORT 2020

Number of complaints resolved by CTB's Ombudsman

2020	→	Q1	Q2	Q3	Q4	→	TOTAL 8
		3	1	2	2		

Average number of business days to resolve a CTB Ombudsman complaint

2020	→	Q1	Q2	Q3	Q4	→	AVERAGE 23
		24	20	19	29		

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

2020	→	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")
		0	5