



ANNUAL COMPLAINTS REPORT 2021

Number of complaints resolved by CTB's Ombudsman

2021	→	Q1	Q2	Q3	Q4	→	TOTAL 5
		1	2	N/A	2		

Average number of business days to resolve a complaint by the CTB Ombudsman

2021	→	Q1	Q2	Q3	Q4	→	AVERAGE 34
		38	34	N/A	30		

Number of complaints that were, and were not, resolved to the satisfaction of the complainant

2021	→	Number of complaints that were resolved by the CTB Ombudsman to the satisfaction of the complainant	Number of complaints that were not resolved to the satisfaction of the complainant and the complainant referred their concerns to the Ombudsman for Banking Services and Investments
		0	2