

CANADIAN TIRE BANK (CTB)

OMBUDSMAN ANNUAL REPORT 2018

Number of complaints resolved by CTB's Ombudsman

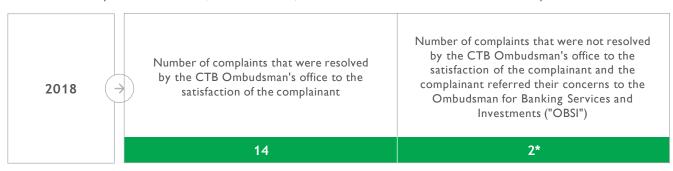
	QI	Q2	Q3	Q4	T0T41
2018	4	7	3	2	→ TOTAL 16

Average number of business days to resolve a CTB Ombudsman complaint

2018 (QI	Q2	Q3	Q4	AVERAGE
	46	52	43	24	AVERAGE 41

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



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