



## Ombudsman Annual Complaints Report – Full Year 2021

### **RESOLUTION TIMES**

The Duo Bank of Canada Ombudsman's Office strives to resolve customer complaints within the 90 days required by regulation.

#### **Number of Complaints Dealt with by the Ombudsman's Office**

Q1	Q2	Q3	Q4	TOTAL
1	3	3	0	7

#### **Average Time (# of Days) Taken to Resolve Complaints**

Q1	Q2	Q3	Q4	AVERAGE
92	61	62	N/A	66

### **SATISFACTORY RESOLUTION**

Of the seven (7) complaints handled by the Duo Bank Ombudsman's office during the period from January 1, 2021 to December 31, 2021, five (5) or 71% of the complaints were resolved to the satisfaction of the complainant.

For further details on how we handle customer complaints, please see the Duo Bank of Canada Complaints Handling Process at [www.Duobank.com](http://www.Duobank.com)