

Annual Complaints Statistics
(Public Complaints Information)
Year 2025

Annual Statistics	
Total number of complaints (including closed & resolved) dealt by the Senior Designate Employee	16
Average length of time taken by the Senior Designate Employee to deal with the complaints	16 Days
Total number of complaints resolved	2

Nature of Complaints

Primary Classification	Secondary Classification	Status	Days Taken to Close / Resolve	Nature of Complaint
Account	Internet banking / Services	Closed	22	Unable to transact through Bank Domestic Bank Transfer platform.
Investment	Interest	Closed	21	Interest due because of delay in the payout of GIC.
Account	Estate	Closed	20	Refund of account balance and fees
Account	Internet banking / Services	Closed	10	Not being able to login to internet banking and transact.
Investment	Mobile phone banking / Services	Resolved	11	Service issue for mobile banking application.
Investment	Transfer	Closed	9	Delay in amended TFSA filing to CRA
Account	Transaction	Closed	7	Non-receipt of e-transfer.
Investment	Transaction	Closed	12	Delay caused for RRSP withdrawal.
Account	Internet banking / Services	Closed	34	Unable to do international remittances through online banking
Account	Teller Services	Closed	30	Inconsistent support from the branch staff
Account	Mobile phone banking / Services	Resolved	18	Functioning of Bank's mobile application lack of response from Bank's Toll-free number and the branch.
Investment	Opening	Closed	6	Lack of response from the branch regarding the freeze on the GIC accounts.
Account	Closure	Closed	24	Bank's decision to close account.
Account	Transaction	Closed	12	Delayed response from branch regarding international remittance.
Account	Transaction	Closed	7	Delay in fulfilment of international remittance and absence of an on-call technical person.
Account	Transaction	Closed	9	Non-receipt of funds initiated from another financial institution.