



Ombudsman Annual Complaints Report – Full Year 2020

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
2	9	9	0	20

Average Time (# of Days) Taken to Resolve Complaints

Q1	Q2	Q3	Q4	AVERAGE
105	65	94	N/A	88

SATISFACTORY RESOLUTION

Of the twenty (20) complaints handled by the Duo Bank Ombudsman’s office during the period from January 1, 2020 to December 31, 2020, sixteen (16) or 80% 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