



## Ombudsman Annual Complaints Report – Full Year 2019

### **COMPLAINTS RECEIVED**

Below is the number of Consumer Provision related complaints received by the Duo Bank of Canada (formerly Walmart Canada Bank) Ombudsman during the periods specified.

YEAR	Q1	Q2	Q3	Q4	YTD TOTAL
2019	13	6	7	5	31

### **RESOLUTION TIMES**

The Duo Bank of Canada Ombudsman strives to resolve customer complaints within the 90 day required by regulation. Below is the average # of days to resolve complaints received by the Ombudsman during the periods specified.

YEAR	Q1	Q2	Q3	Q4	YTD AVG
2019	42 days	30 days	39 days	31 days	35.5

### **SATISFACTORY RESOLUTION**

Of the (31) complaints handled by the Duo Bank Ombudsman's office during the period from January 1, 2019 to December 31, 2019, (25) or 80.7% 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)