



## Ombudsman for Rogers Bank Annual Report 2014

### Number of Complaints handled by the Office of the Ombudsman for Rogers Bank

Year	Number of Complaints Received	Average Days to Resolve
2014	2	30

### Resolution Periods

The Ombudsman for Rogers Bank's office has a service level of resolving complaints within 90 days.

In 2014, the Ombudsman's office for Rogers Bank took on average 30 days to resolve a customer complaint.

### Satisfactory Resolutions for Customers

Of the two complaints received by the office of the Rogers Bank Ombudsman during the period from January 1, 2014 through to December 31, 2014, two complaints were found to be resolved to the satisfaction of the Customer.