

Rogers Bank Office of the Ombudsman Annual Report 2016

As an independent office, the role of the Rogers Bank Ombudsman is largely that of a mediator and settlement facilitator. It provides an impartial and independent avenue of review for unresolved client issues. Its role is to review a complainant's position and the position of Rogers Bank, in order to form an independent view of a fair and reasonable solution to your issue.

The Rogers Bank Ombudsman service:

- is voluntary, confidential and provided without charge;
- is an effective means to resolve disputes;
- provides within the Bank, an independent and final review of unresolved disputes and customer concerns about the Bank's service;
- is an opportunity for frank and open communication;
- when appropriate may make recommendations to resolve issues where our investigation finds the Bank's actions or inactions contribute directly to client costs or losses;

The Rogers Bank Ombudsman service does not:

- negotiate rates;
- investigate complaints about matters of general policy, issues that are in litigation or arbitration;
- provide a stay, or extension or waiver of any formal proceedings or limitation periods outside the Rogers Bank Ombudsman service, which may be applicable to any dispute between you and the Bank.

Any recommendations we make are non-binding and parties are free to accept or reject our decision and pursue other options for resolution.

The Rogers Bank Ombudsman keeps track of the number of complaints and the time it takes handling each complaint. This information is then made into an annual report by the Office of the Ombudsman. The following outlines data relevant to complaints handled in 2016:

Office of the Ombudsman Annual Report 2016: January 1, 2016 – December 31, 2016	
Number of Complaints	32
Average Days to Resolve	20 Days
Number of Complaints Resolved to the Satisfaction of the Complainants	31

Contact Information

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