

## **Rogers Bank Office of the Ombudsman Annual Report 2019**

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.

The Rogers Bank Ombudsman service is:

- voluntary, confidential and provided without charge;
- an effective means to resolve disputes;
- an independent and final review of unresolved disputes and customer concerns about the Bank's service; and
- an opportunity for frank and open communication.

The Rogers Bank Ombudsman service does not:

- negotiate rates;
- investigate complaints about matters of general policy, or issues that are in litigation or arbitration; or
- 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, and makes public, the number of complaints addressed by the Bank Ombudsman and the average time it takes to handle complaints.

The following is information regarding complaints handled by the Bank's Ombudsman in 2019.

<b>Office of the Ombudsman Annual Report 2019: January 1, 2019 – December 31, 2019</b>	
Number of Complaints	13
Average Days to Resolve	28 Days
Number of Complaints Resolved to the Satisfaction of the Complainants	11

### **Contact Information**

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