

## Chief Complaints Officer Annual Report 2013

At Equitable Bank, we take pride in our service and are committed to providing you with the best customer experience that we can. Your confidence and trust are important to us. The dedicated staff in the business ensures that a vast majority of complaints are resolved before they reach the Office of the Chief Complaints Officer. In the event that an issue is not resolved within the first two steps of our Customer Complaint Handling Procedures (CCHP), our office is committed to providing a fair and impartial review.

The following provides more details of our work in fiscal 2013.

<b>For the period January 1 – December 31</b>	
<b>Total Contacts received by the Office of Chief Complaints Officer</b>	<b>51</b>
- Servicing Requests - referred to appropriate business unit	27
- Complaints that have not yet been through Step 1 or 2 of CCHP - referred to appropriate business unit	19
- Outside Mandate	3
- Full Investigation by the Office of the Chief Complaints Officer	2
<b>Full Investigation by the Office of the Chief Complaints Officer – average length of time taken to resolve complaints</b>	<b>2</b>
- Within 30 days	1
- 30/60 days	1
- 60/90 days	-
- 90+	-
<b>Number of complaints that were resolved by the Office of the Chief Complaints Officer to the satisfaction of the customers</b>	<b>1</b>