



## RFA Bank of Canada Ombudsman’s Annual Report 2020

The RFA Bank of Canada (RFA) Ombudsman's mandate is to maintain independence while reviewing complaints. The RFA Ombudsman will conduct a review of complaints based on fairness, integrity and respect and make a non-binding recommendation in a timely manner.

The Ombudsman does not investigate certain types of complaints, including:

- Credit granting policies or risk management decisions of the Bank
- Levels of interest rates, service charges or fees that apply to all customers
- Matters that are already before a court

The following is information regarding complaints handled by the RFA Ombudsman in 2020.

<b>RFA Bank of Canada Ombudsman Annual Report 2020: January 1, 2020 to December 31, 2020</b>	
Number of Complaints	1
Average Days to Resolve	6 days
Number of Complaints Resolved to the satisfaction of the Complainant	1

### Contact Information:

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