

OMBUDSMAN

ANNUAL REPORT 2018

OUR ROLE

The Amex Bank of Canada Ombudsman's Office acts as an impartial intermediary to assist in resolving concerns or issues with Amex Bank of Canada products or services. Our mandate is to ensure the Bank's Management has applied their policies and procedures fairly. Our focus is to listen, fact find and resolve disputes while ensuring that each concern brought to our attention is handled independently of Amex Bank of Canada. Our Office is empowered to make recommendations to Amex Bank of Canada to improve or enhance products, services and customer experiences and, when required, educate Cardmembers on investigation findings. To find out more about the Amex Bank of Canada Complaints Procedures or how to contact our Office, please refer to our website at americanexpress.ca/ombudsman. You may also download a copy of our Complaint Handling Procedures by clicking on the following link: [Complaint Handling Procedures](#)

NUMBER OF COMPLAINTS DEALT WITH BY THE OMBUDSMAN'S OFFICE

Q1: January – March	Q2: April – June	Q3: July – September	Q4: October – December	TOTAL
10	4	3	10	27

AVERAGE TIME (CALENDAR DAYS) TAKEN TO RESOLVE COMPLAINTS

Q1: January – March	Q2: April – June	Q3: July – September	Q4: October – December	AVERAGE
60	80	85	38	57

SATISFACTION

The number of complaints resolved by the Ombudsman's Office in accordance with the Bank's Complaint Handling Procedures to the satisfaction of the person who made the complaint was twenty-one.

EXTERNAL DISPUTE RESOLUTION REFERRALS

Number of complaints referred to our external dispute resolution body, the Ombudsman for Banking Services and Investments (OBSI), was nine in total (six from 2018; three from 2017). OBSI agreed with the findings and final position of all nine cases.

