

Chief Complaints Office ANNUAL REPORT 2021

OUR ROLE

The Chief Complaints Office role is to review escalated complaints referred to us. To find out more about the Amex Bank of Canada Complaint Handling Procedures or how to contact our Office, please refer to our website at americanexpress.ca/complaints. You may also download a copy of our Complaint Handling Brochure by clicking on the following link: [Complaint Handling Brochure](#).

NUMBER OF COMPLAINTS DEALT WITH BY THE CHIEF COMPLAINTS OFFICE

Q1: January – March	Q2: April – June	Q3: July – September	Q4: October – December	TOTAL
16	23	9	8	56

AVERAGE TIME (CALENDAR DAYS) TAKEN TO RESOLVE COMPLAINTS

Q1: January – March	Q2: April – June	Q3: July – September	Q4: October – December	AVERAGE
109	86	42	15	75

SATISFACTION

The number of complaints resolved by the Chief Complaints Office in accordance with the Bank's Complaint Handling Procedures to the satisfaction of the person who made the complaint was 21.

EXTERNAL DISPUTE RESOLUTION REFERRALS

Number of complaints referred to our external dispute resolution body, the Ombudsman for Banking Services and Investments (OBSI) was 29 plus 5 carried over from 2020. OBSI agreed with the findings of 30 cases, Amex Bank of Canada settled on 1 and 3 cases remain open as of December 31, 2021.

