

Amex Bank of Canada

Chief Complaints Office Annual Report 2022

This Annual Report

This is the annual report of Amex Bank of Canada's® Chief Complaints Office (CCO) for the fiscal year January 1, 2022 to December 31, 2022. It also provides valuable information about how we operate and how our consumers can access our complaint resolution services.

Our Mandate

The CCO is a body within Amex Bank of Canada charged with reviewing our consumer complaints to ensure policies and procedures have been adhered to.

Our focus is to listen, fact find and resolve complaints while ensuring that each concern brought to our attention is addressed.

Our Office is empowered to make recommendations to Amex Bank of Canada to improve and/or enhance products, services, customer experiences and, when required, educate consumers on investigation findings.

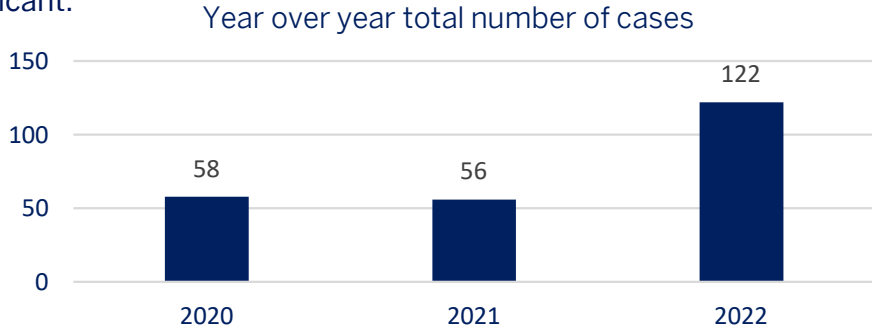
Understanding How We Manage Your Complaint

On June 30, 2022, Amex Bank of Canada's Complaint Handling Program was uplifted to ensure compliance with the Financial Consumer Protection Framework.



Number of Complaints Resolved or Closed by the Chief Complaints Office

In 2022, the CCO, dealt with 122 complaints, an 118% increase over 2021. As of June 30, 2022 87% of complaints were from an existing customer or an applicant.



The 100% of the complaints received after June 30, 2022, were related to a Credit/Charge Card Category. Complaints that are not related to specific products or non-active products have been categorized as Other.

January – June	July - December	Total
45	77	122

The number of complaints resolved by the CCO in accordance with the Bank’s Complaint Handling Procedures to the satisfaction of the consumer who made the complaint was 33.



Consumers that are not satisfied with the resolution offered by the CCO, may escalate the complaint to our external complaints body, Ombudsman for Banking Services and Investments (OBSI), for additional information and a further review of their complaint.

Average Time (Calendar Days) taken to Resolve or Close Complaints

Cases that are escalated to the CCO are generally complex in nature and more pressing as they have been unresolved by Level 1 and 2. From January 1 to June 30, 2022 the average calendar days for the CCO to resolve complaints was 23 days from the receipt of a complaint in their office. As of June 30, 2022, cases took an average of 127 days and an average of 74 net days to complete from first receipt within the Bank. Net Days are defined as the days that the case was open within Amex Bank of Canada.

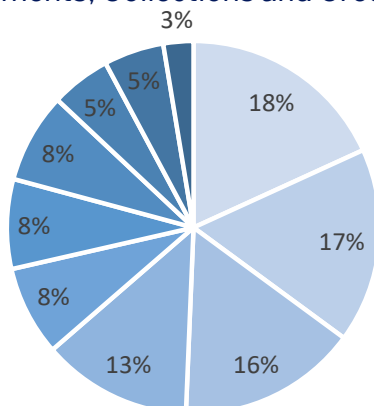
January – June	July - December
23 Calendar Days	127 Calendar Days

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Nature of Complaints

For the period of July 1, 2022 – December 31, 2022, the nature of complaints that are escalated to the CCO span across several categories. The most frequent complaints are related to Billing, Payments, Fraud and Disputes, Marketing, Advertising and Promotional Offers, Customer Experience and Payments, Collections and Credit Reporting.



- Billing, Payments, Fraud and Disputes
- Marketing, Advertising and Promotional Offers
- Customer Experience
- Payments, Collections and Credit Reporting
- Rewards and Rebate Programs
- Account Application, Issuance or Purchase
- Product Benefits
- Rates, Interest and fees
- Account Maintenance
- Other

Description of the Nature of the Complaints

Acquisition Incentive	8
Representative	8
Product Feature / Benefit	6
Fraud	5
Payment	4
Marketing Fulfillment	4
Fees	3
Credit Limit	3
Cancelled or Suspended Account	6
Card Issuance	3
Forfeitures	3
VR Servicing	2
Issuance / redemption / return	2
Product Application	2
Complaint Handling Procedures	2
Statements	3
Other	2
Consumer Demographics	1
Collection Practices	1
False or Misleading Information	1
Previous Customer	1
Credit Limit Increase Declined	1
Grace period	1
Financial Review / Verification	1
Balance Discrepancies	1
Application Decisions	1
Credit Balance Refund	1
Incorrect Point Balance	1

External Complaints Body Referrals

Number of complaints referred to our external dispute resolution body, OBSI was 45 plus 4 carried over from 2021. OBSI agreed with the findings of 28 cases,

Amex Bank of Canada settled on 3 and 16 cases remain open as of December 31, 2022.

Commitments And Codes of Conduct

For a complete listing of the Commitments and Codes of Conduct to which Amex Bank of Canada subscribes, please visit our website at amex.ca/codes or write to Amex Bank of Canada Attention: Commitments and Codes of Conduct, to request a copy.

To learn more about Amex Bank of Canada's Complaint Handling Procedures please visit us at amex.ca/complaints

You may also download a copy of our Complaint Handling Brochure by clicking on the following [link](#).

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