

Amex Bank of Canada

Chief Complaints Office

Annual Report 2024



This Annual Report

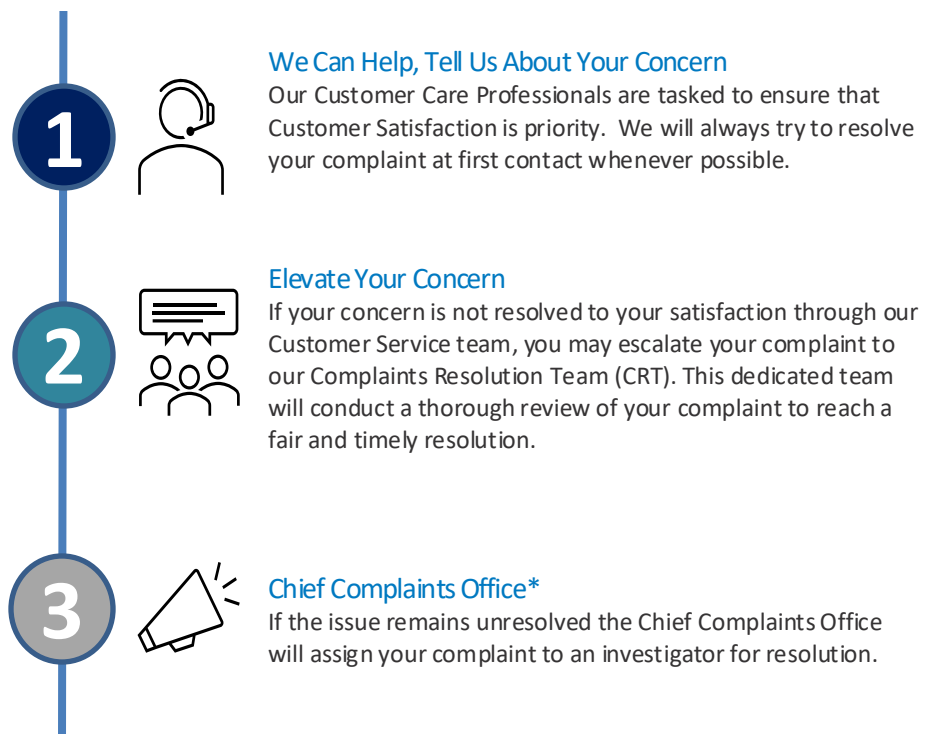
This is the annual report of Amex Bank of Canada's® Chief Complaints Office (CCO) for the fiscal year January 1, 2024, to December 31, 2024. It also provides valuable information about how we operate and how our consumers can access our complaint resolution services.

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 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



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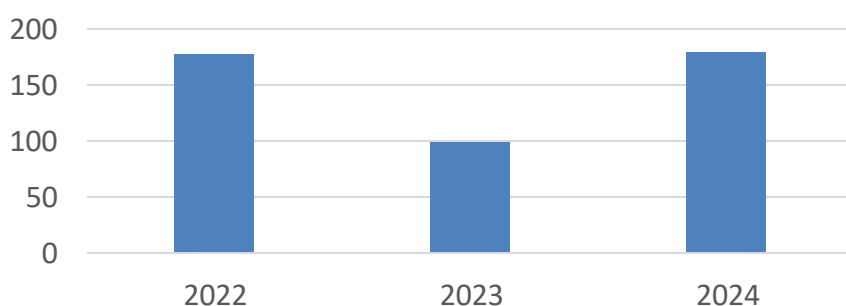
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Number of Complaints Resolved or Closed by the CCO

In 2024, the CCO, dealt with 181 complaints, an 81% increase over 2023 (100). As of December 31, 2024, 99% of complaints were from an existing customer or an applicant.

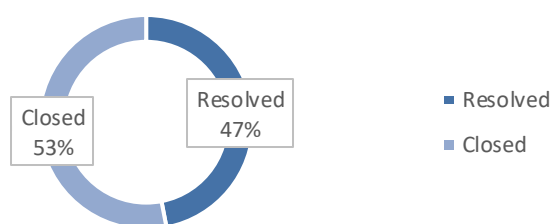
Year over Year Total Number of Cases



98% of the complaints received in 2024, 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.

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 85.

Cases by Client Satisfaction



Consumers that were not satisfied with the resolution offered by the CCO, were able to escalate their 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 were 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 December 31, 2024, cases took an average of 134 days and an average of 76 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.

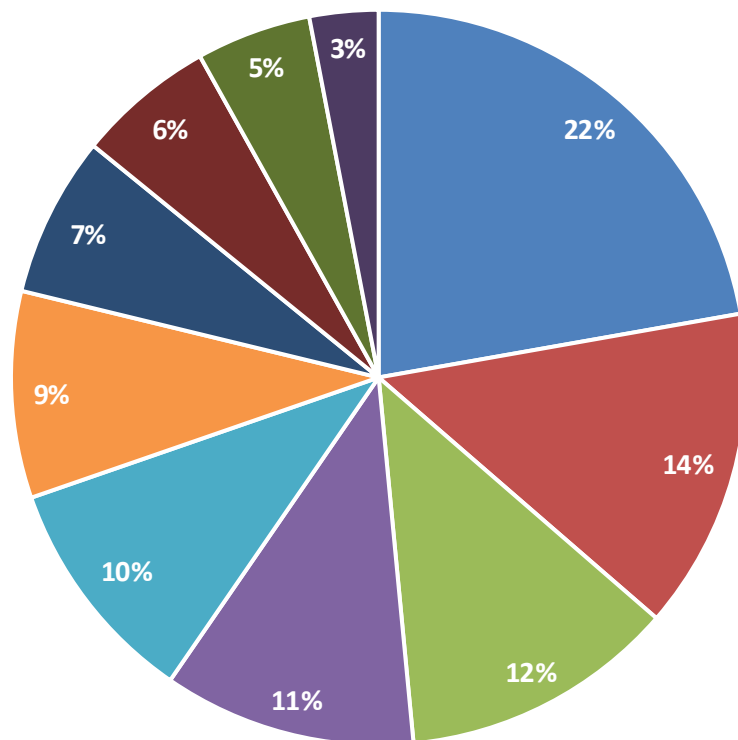
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Nature of Complaints

For the period of January 1, 2024 – December 31, 2024, the nature of complaints that are escalated to the CCO span across several categories. The most frequent complaints are related to Account Action, Billing, Payments, Fraud, and Disputes, Rates, Interest, & Fees (Non-Enrollment Fee Related), Marketing, Advertising, and Promotional Offers, and Product Benefits or Enrollment Services.



- ACCT ACTION, PMT PGRM, COLLECTIONS, OR CRDT RPTNG
- BILLING, PAYMENTS, FRAUD, AND DISPUTES
- RATES, INTEREST, & FEES (NON-ENROLLMENT FEE RELATED)
- MARKETING, ADVERTISING, AND PROMOTIONAL OFFERS
- PRODUCT BENEFITS OR ENROLLMENT SERVICES
- REWARD AND REBATE PROGRAMS
- ACCOUNT APPLICATION, ISSUANCE, OR PURCHASE
- ACCOUNT MAINTENANCE
- CUSTOMER EXPERIENCE
- POINT OF SALE DISRUPTION



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Description of the Nature of Complaints

Description	
PRODUCT FEATURE/BENEFIT USAGE	16
ACCOUNT CANCELLED, SUSPENDED, OR LOCKED IN ERROR	16
FEE RELATED	14
AIC - ACQUISITION INCENTIVE CONTROL	11
ISSUANCE/REDEMPTION/RETURNS	11
CHECK ISSUANCE/USAGE OR CREDIT BALANCE REFUND	8
GLOBAL LIMIT	8
FRAUD DISPUTES	7
REPRESENTATIVE	7
INTEREST RELATED	6
LOC REDUCTION	6
DECLINE/REFERRAL CREDIT RELATED	6
PAYMENT DISPUTES	6
DECISION OF APPLICATION/ORDER	6
CARD DELIVERY ISSUE (REPLACEMENT CARD - TELEPHONE)	5
PRODUCT CHANGE - VIA TELEPHONE	4
INCOME/DOCUMENTATION VERIFICATION/FINANCIAL REVIEW	4
ACCOUNT STATUS - CANCELLED	4
FORFEITURES	4
APR/APY RELATED CONCERNS	2
DEMOGRAPHICS, PIN, PASSWORD, OTHER UPDATES (VIA ONLINE)	2
PROCESSING OF APPLICATION/ORDER	2
STATEMENT CONTENT	2
ALLEGED MISLEADING, FALSE, OR DECEPTIVE (REWARDS/MERCH OFFERS)	2
CHANGES/UPDATES TO CARDMEMBER/CUSTOMER AGREEMENT	2
POINT BALANCES INCORRECT	2
TERMS OF MARKETING OFFER NOT FULFILLED (REWARDS/MERCH OFFERS)	2
MEMBER GET MEMBER/REFER A FRIEND (NON-FULFILLED)	2
MEMBER GET MEMBER/REFER A FRIEND (MISLEADING)	1
CREDIT NOTIFICATION INCORRECT OR MISSING	1
LOC INCREASE REQUEST DECLINED	1
PREMIUM/FEE	1
WEBSITE/ONLINE SERVICING TOOLS	1
DISCONTINUATION OF FEATURES/BENEFITS	1
ALLEGED MISLEADING, FALSE, OR DECEPTIVE (FEES)	1
BALANCE DISCREPANCIES (NOT ABOUT FEES OR BILLING DISPUTES)	1
SETTLEMENT OFFER (ATTORNEY OR CM)	1
INTERNAL FINANCIAL PAYMENT PROGRAM	1
ENROLLMENT/CANCELLATION (VIA TELEPHONE)	1
COMPLAINTS PROCEDURES	1
STATEMENT DELIVERY	1
LOC INCREASE	1

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External Complaints Body Referrals

Cases Opened

In 2024, 134 complaints were referred to our external dispute resolutions body, the Ombudsman for Banking Services and Investments (OBSI). Additionally, 50 cases were carried over from 2023.

Cases Closed

In 2024, Amex Bank of Canada closed 139 cases referred to the Ombudsman for Banking Services and Investments (OBSI).

Of these:

- OBSI agreed with Amex Bank of Canada's decision in 128 cases
- Amex Bank of Canada agreed to a settlement on 11 cases.
- 36 cases remained open as of December 31, 2024

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.

*Updates to Our Complaints Handling Procedures

Effective June 3, 2024, to streamline our complaints process, escalating to our Chief Complaints Office will no longer be part of our Complaint-Handling Procedures. Our Procedures remain otherwise unchanged including automatic escalation to our Complaint Resolution Team (CRT). You may still escalate to our external complaints body, the Ombudsman for Banking Services and Investments, if your complaint has not been resolved or closed in 56 days or you are dissatisfied with the CRT's resolution. For full Procedures including contact details, visit amex.ca/complaints.

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