

Chief Complaints Officer Annual Report 2014

At Equitable Bank, we take pride in our service and are committed to providing our customers with the best customer experience that we can. The dedicated employees in our business units ensure that the vast majority of complaints are resolved before they reach the Office of the Chief Complaints Officer, the final internal step in Equitable Bank's complaint handling process.

Working closely with both customers and the Bank's relevant business units, the Office of the Chief Complaints Officer independently and thoroughly conducts a full investigation of customer complaints that could not be resolved within the first two steps of the Bank's Customer Complaint Handling Procedures (CCHP). The Office of the Chief Complaints Officer is committed to providing an impartial and unbiased review based on the evidence available to help customers and the Bank reach a fair, reasonable and transparent resolution. We also make recommendations, where appropriate, to improve the Bank's operations, products and services that enhance the customer experience.

| For the fiscal year January 1st to December 31st | 2014 | 2013 |
|---|-------------|-------------|
| Total Contacts received by the Office of Chief Complaints Officer | 80 | 51 |
| <ul style="list-style-type: none"> ▪ Full Investigation complaints conducted by the Office of the Chief Complaints Officer | 1 | 2 |
| <ul style="list-style-type: none"> ▪ Complaints that had not yet been through Step 1 and 2 of our CCHP and referred to the appropriate business unit for investigation | 22 | 19 |
| <ul style="list-style-type: none"> ▪ Servicing requests referred to the appropriate business unit for handling | 55 | 27 |
| <ul style="list-style-type: none"> ▪ Complaints that fell outside of the mandate of the Office of Chief Complaints Officer | 0 | 3 |
| <ul style="list-style-type: none"> ▪ Sundry contacts (i.e. general inquiries) | 2 | 0 |
| Number of Full Investigation complaints that were resolved by the Office of the Chief Complaints Officer to the satisfaction of the person who made the complaint | 0 | 1 |
| Average length of time (in business days) taken by the Office of the Chief Complaints Officer to resolve Full Investigation complaints | 21 | 28 |

We encourage our customers to bring their concerns to the attention of the relevant business units as soon as possible and to follow our complaint handling process. If customers are not satisfied following the Chief Complaints Officer's review, an independent external complaints body can provide further review of the complaint.

Equitable Bank's CCHP, available in our offices and at equitablebank.ca, provides more information about our external complaints body and other regulatory bodies in Canada.