

Investment Complaint Backlog Eliminated; Compensation Refusals

30/04/2015

INVESTMENT COMPLAINT BACKLOG ELIMINATED

OBSI announced today that the backlog of investment cases has been eliminated on schedule.

Followers of OBSI will know that after the economic and market meltdown of 2008-09, OBSI investment complaint volumes tripled in a very short period of time. Because of funding constraints, not all of these complaints could be investigated as soon as they came in the door, at least not without compromising the integrity and fairness of OBSI's process. As a result the backlog of investment cases built up.

In the fall of 2013, OBSI's Board committed to eliminating the remaining backlog of investment files in eighteen months, by May 1, 2015. The Board also committed not to raise participating firm fees in order to achieve this, instead using a combination of process changes aimed at making OBSI more efficient, cost savings from within the existing budget and drawing on part of OBSI's accumulated reserve fund. Today's announcement speaks to the success of these initiatives.

OBSI is committed to being an efficient and cost-effective Ombudservice for the Canadian financial industry. All investment complaints that come to OBSI are now assigned to an investigator almost immediately, with over 80% of cases resolved within 180 days.

COMPENSATION REFUSALS

The last cases in the investment backlog were among the most difficult to resolve with clients and firms, which is why they took the longest amount of time to close. While the overwhelming majority of backlog cases were successfully resolved, several backlog cases involving three different investment firms have ended with the firms refusing to compensate their client as recommended by OBSI. These firms are:

- [GP Wealth Management](#)
- [Sentinel Financial Management](#)
- [yourCFO Advisory Group](#)

Details on these compensation refusals can be found by clicking the above links.

Since OBSI's inception, the overwhelming majority of complaints brought to our organization have been successfully resolved. Those complaints that end in refusals by firms to compensate their customers have historically been very rare: over 99% of the thousands of complaints brought to OBSI since our organization's inception have been successfully resolved.

OBSI is Canada's trusted independent dispute-resolution service for consumers and small businesses with a complaint they can't resolve with their banking services or investment firm. As a free alternative to the legal system, we work confidentially and in a non-legalistic manner to find fair outcomes to disputes about banking and investment products and services.

OBSI looks into complaints about most banking and investment matters including: mutual funds; bonds and GICs; stocks, exchange traded funds, income trusts and other securities; investment advice; unauthorized trading; fraud; debit and credit cards; mortgages; loans and credit; fees and

rates; transaction errors; misrepresentation; and accounts sent to collections. Where a complaint has merit, OBSI may recommend compensation up to a maximum of \$350,000.

OBSI has an excellent record of acceptance of recommendations from both firms and complainants: over 99% of the thousands of complaints brought to our office have been successfully resolved.

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