

Fair Effective Trusted



OBSI OMBUDSMAN FOR BANKING
SERVICES AND INVESTMENTS





Messages
from Board
Chair &
Ombudsman

Progress
toward
our goals

Focus on
consumers

Focus
on firms

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services

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Case
outcomes

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2024 Highlights

16,420

TOTAL PUBLIC INQUIRIES

73%

INCREASE IN CASES CLOSED

3,202

OPENED CASES

3,725

CLOSED CASES

\$3,447

AVERAGE BANKING COMPENSATION

\$12,235

AVERAGE INVESTMENT COMPENSATION

\$5,027,700

TOTAL COMPENSATION TO CONSUMERS



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About OBSI

The Ombudsman for Banking Services and Investments (OBSI) is a not-for-profit organization that investigates disputes between a consumer and their financial services firm when they are unable to fix a problem on their own.

Fair and effective ombudsman services are a critical part of maintaining a prosperous and healthy financial services sector. When consumers and firms know they have a trusted place to turn when disputes arise, they can do business with greater confidence.

OUR VISION

Helping to ensure a fair, effective, and trusted Canadian financial services sector.

Who we are

We are an independent, not-for-profit organization of highly skilled, independent professionals inspired by our public service mission.

What we do

We help resolve complaints and disputes between consumers and financial services firms, and we share our expertise and insights with consumers, industry, and regulators.

Why we do it

Effective ombudsman services advance fairness and trust in the Canadian financial services sector by providing efficient, independent, and accessible dispute resolutions services to consumers and firms, and feeding data and insights back into the system to support a virtuous cycle of continuous improvement.

OUR GUIDING PRINCIPLES

Fairness

Our process and approach are fair to consumers and firms.

Impartiality

We are balanced and objective in our work.

Independence

We are free from undue influence.

Accessibility

Our services are affordable, straightforward and convenient.

Integrity

We act in a way that is honest and principled.

Professionalism

We respectfully listen, understand and engage with consumers and firms.





Message from the Board Chair

The return to a single banking ombudsman framework for Canadians—another historical year for OBSI.

In 2024, the Ombudsman for Banking Services and Investments (OBSI) experienced another year of unprecedented demand for our services from both banking and investment consumers. The volume of inquiries and cases was once again led by the banking sector, while investment cases remained close to last year’s record-high levels.

In response to this sustained demand, OBSI’s dedicated team focused on enhancing productivity and operational improvements and achieved remarkable gains in both efficiency and timeliness. These changes allowed us to open and close a record number of cases in 2024.

In addition to these efficiency gains, we have grown our organization, particularly the number of Case Assessment Officers who respond to consumer inquiries and manage our case intake, and the number of investigators who work with consumers and firms to reach fair case outcomes. This expansion has strengthened OBSI’s capacity to meet increasing consumer demand for our services and to prepare to serve as the single external complaints body (ECB) for banking.

Sole ombudsman for all Canadian banks

On November 1, 2024, OBSI became the sole ombudsman for all federally regulated banks.

The designation of OBSI to serve in this role followed a fair, transparent, and competitive application process conducted by the Financial Consumer Agency of Canada (FCAC) in 2023. By establishing a single ECB, the Government of Canada replaced the previous multiple-ECB model, which had been widely criticized as less effective, confusing for consumers and inconsistent with international best practices. This change was also intended to address inefficiencies and complexities faced by consumers when escalating banking complaints, which were highlighted in the FCAC’s 2020 report *Industry Review: The Operations of External Complaints Bodies*.

In early 2024, OBSI developed a plan to ensure a smooth transition to fulfill the expanded responsibilities as Canada’s sole ombudsman in collaboration with the FCAC, the transitioning banks and ADR Chambers Banking Ombuds Office (ADRBO), the other previously recognized ECB. Throughout the year, the OBSI team worked diligently with all stakeholders to meet our obligations under the plan and as a result we were able to end 2024 well prepared to meet the needs of all consumers and the Canadian banks in 2025.



Maureen Jensen
Board Chair, Board of Directors

Securities regulators’ proposal for binding authority for investment complaints

At the start of our fiscal year, the Canadian Securities Administrators (CSA) announced a proposed framework to make OBSI’s decisions binding.

As I highlighted in my message last year, OBSI is supportive of the CSA’s proposal which provided a proportionate, well-considered and appropriate framework for ensuring that OBSI’s recommendations would result in fair compensation to consumers. This framework would enhance the effectiveness of our dispute resolution services and would be similar to the processes used by other ombuds services in comparable countries such as the United Kingdom and Australia.



Messages from Board Chair & Ombudsman

Progress toward our goals

Comments on the CSA proposal were received from many stakeholders in early 2024, and later in the year, the CSA published an update, describing their progress and outlining their next steps including another round of consultations in 2025. We look forward to continuing to participate in this important initiative, which has been a priority for securities regulators and OBSI for many years.

Focus on consumers

Continued focus on engagement with stakeholders

Focus on firms

OBSI's ongoing engagement with stakeholders is vital to our work. We value opportunities for direct discussions, and we also engage in a range of outreach efforts such as semi-annual meetings with consumer groups and industry associations, public and targeted consultations with stakeholders, and bilateral meetings with firms, consumer organizations and regulatory bodies. These efforts help OBSI to understand and be responsive to the evolving concerns and needs of all our stakeholders and to the changes in our operating environment. By maintaining open lines of communication and actively seeking input, we continuously improve our services and uphold our commitment to excellence.

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New governance model put into practice

In 2024, we began operating under our new governance model, which included significant changes to our board structure, implemented following our 2023 governance review.

This review was responsive to a recommendation from our most recent external review and our commitment to ensuring robust and effective governance practices. One of the key changes we implemented was increasing the number of consumer interest directors from one to three, matching the number of industry directors. This change has helped us to ensure we are giving full consideration to diverse perspectives and enhancing our board's overall effectiveness.

Board renewal

This was also a year for significant board renewal at OBSI. We said farewell to Catherine Adams, Carmela Haines and Bharat Mahajan who all reached the end of their terms having served eight years on OBSI's board. In addition, Rhonda Goldberg stepped down after five years on the board as did Wanda Morris, following four years of service. We thank them for their tremendous contributions. Their insights and dedication have been invaluable to our organization.

These departures presented an opportunity for OBSI to welcome several new board members. At our AGM in February, we welcomed Mary Condon and Michael Thom as consumer interest directors, Sarah Shody as an industry director, and Bonnie Lysyk as a community director. Ms. Lysyk stepped down from our board to accept a role with the Ontario Securities Commission (OSC) in September 2024.

During the year, we engaged in a thorough search process, and we were impressed by the strength of the candidate pool and the number of highly qualified individuals interested in serving our organization. In the spring of 2025, following our AGM, we will be announcing the names of our newest consumer interest director, industry director, and community director, who will help to guide OBSI in the years to come.

Looking ahead

As we look ahead, I am confident that OBSI is well positioned to fulfill its new mandate and to build on the progress we have made in recent years. The organization's commitment to enhancing our services through innovation, efficiency, and the development of our teams has served us well in 2024 and will continue to do so going forward. We look forward to another year of meeting the needs of consumers and participating firms, collaborating with stakeholders, and to helping to build a fair, effective and trusted financial services sector for Canada.

Maureen Jensen

Board Chair, Board of Directors



Message from the Ombudsman and CEO

2024 was a pivotal and exciting year for OBSI.

During the year, we responded to the highest ever levels of consumer demand for our services and we successfully prepared for our newly expanded role as the single ombudsman for banking in Canada. In [Progress toward our goals](#) we highlight many of our key achievements for the year.

In 2024, over 16,000 Canadians reached out to us for assistance and information. Our Case Assessment Team did an excellent job responding to these inquiries by providing helpful information and working with consumers to ensure we have all the information we need to respond to their complaints appropriately.

We also opened over 3,200 investigations in 2024 — the most in OBSI’s 28-year history and more than triple the case volumes seen during the 2008-2009 financial crisis and the first year of the pandemic. The unprecedented growth of bank-related complaints and inquiries this year was largely due to the important regulatory changes in the Bank Act Consumer Protection Framework that came into effect in 2022. These changes were intended to, and in fact have, significantly reduced complainant attrition at federally regulated banks.

As a result, we are seeing dramatically more cases, and cases are reaching us earlier. Investment cases have remained very close to last year’s record-high levels.

Being designated the single external complaints body (ECB) for banking also meant that 2024 was a year of significant growth and preparation for OBSI. Welcoming all of Canada’s banks back in 2025 meant we needed to prepare for further significant increases in demand. We expect that, in 2025, over 20,000 Canadians will reach out to us for assistance and that we will open more than 5,000 investigations.

These successive year-over-year increases in inquiry and case volumes have been exciting and also challenging. We have had the opportunity to help more Canadians than ever and to make a difference by helping to ensure a fair, effective and trusted financial services sector. At the same time, the volume of work presented significant challenges to our organization. I am proud to say that we met this challenge well and successfully returned to meeting our timeliness standards during the year. To achieve this success we pursued two major strategic approaches: continued efficiency improvements and organizational growth.



Sarah P. Bradley
Ombudsman and CEO

Improved productivity and efficiency

In 2024, we reached record-high levels of productivity and efficiency. Our total cases closed nearly doubled — up 73% year over year. This marks the second consecutive year that case closings have nearly doubled, from approximately 1,000 in 2022 to 2,100 in 2023 and over 3,700 this year as illustrated on the following page. Additionally, our per-investigator efficiency has increased by approximately 75% from 2022 levels, while we continue to successfully maintain high levels of employee engagement and morale.



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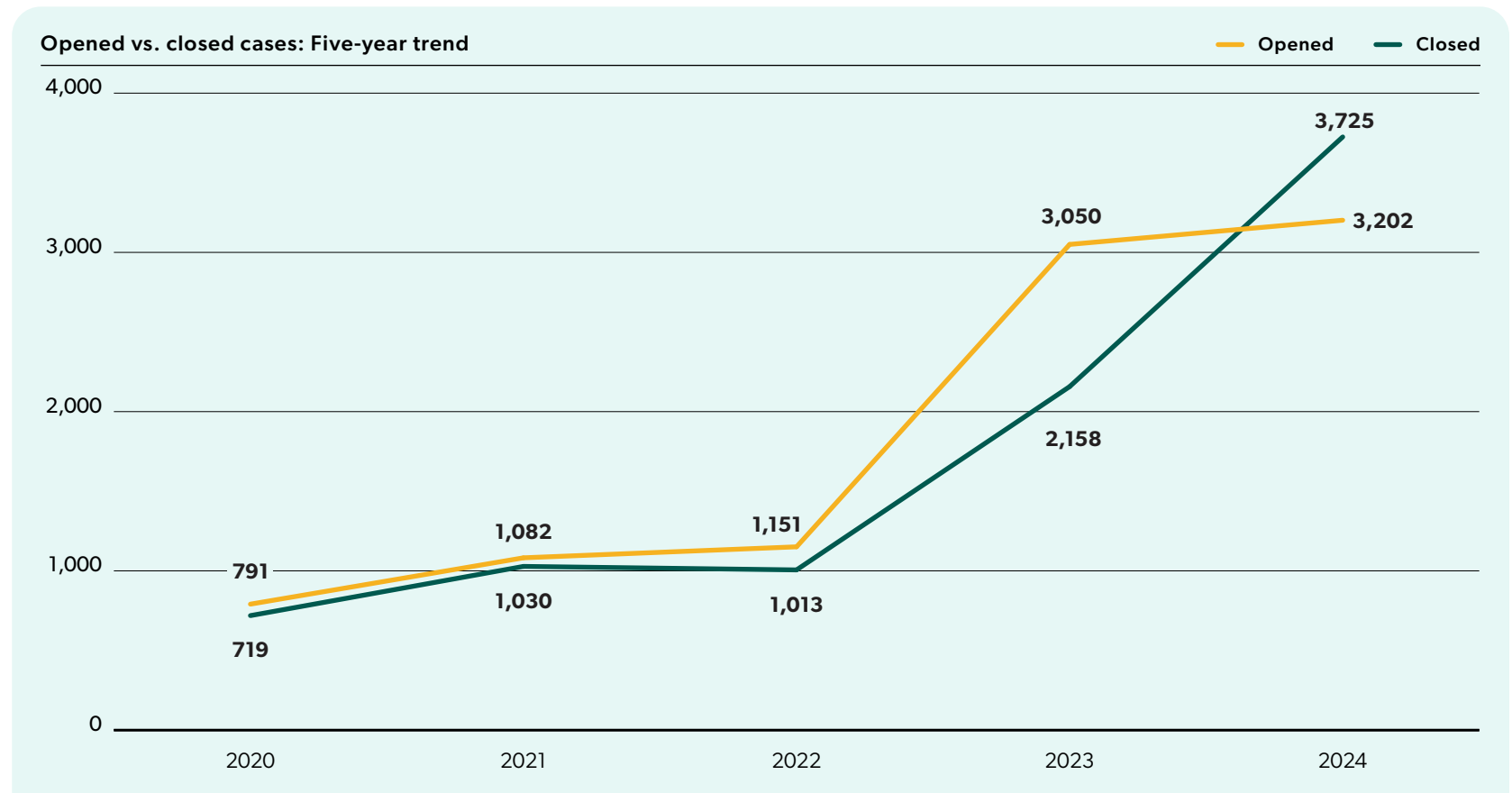
In 2024, OBSI investigations were also completed more quickly than in any previous year. We took an average of 36 days to close a banking case (30 days for straightforward cases) and an average of 57 days for investment cases (30 days for straightforward cases). This represents almost 30% improvement from our 2022 timeliness levels.

We drove increased productivity and efficiency through a number of initiatives, from streamlining our case management system to boosting our case guidance for investigators and templates for common communications. We continued our FastTrack approach for straightforward cases to ensure that our investigations are proportionate to the issues and nature of each complaint. We focused on removing any unnecessary processes and on reaching a fair outcome as efficiently as possible, while maintaining our investigative and communication quality.

Growth

While these efficiency gains have been a critical part of our increased productivity, with increases in demand this significant, organizational growth has also been important to our success.

This year we expanded our workforce considerably to deal with the continuing high case volumes and to ensure our readiness for further case volume increases expected in 2025 as we take on our new role as the single ombudsman for banking in Canada.





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Transition to single external complaints body

Throughout 2024, OBSI worked collaboratively with FCAC, the transitioning banks and ADRBO to develop and implement an operational transition plan, which set out the requirements, processes and key deliverables necessary for the successful transition to the new single ECB system on November 1, 2024.

The operational transition plan had three key objectives. First, to ensure that OBSI was fully operationally capable of managing the increased case volumes associated with the new mandate. Second, that all transitioning banks had appropriate systems and communications in place to support their customers’ ability to escalate to OBSI. And, finally, to ensure that consumers who escalated complaints during the transition period would be treated fairly.

I am pleased to report that all of the key objectives of the transition plan were met and that we have successfully assumed our expanded mandate as the single ECB for banking in Canada.

This success was the result of focused preparation, collaboration and dedicated effort on the part of our team members, as well as the transition teams at FCAC and the transitioning banks. Since November 1, 2024, case volumes have increased significantly in line with our projections, we have been working effectively with transitioning banks, and our team has been dealing successfully with the new inquiry and investigation levels.

2025 outlook

Looking ahead to 2025, we anticipate that consumer demand for OBSI services will continue to grow significantly, reaching new all-time high levels. We are well prepared for this challenge, and we are committed to ensuring that we continue to uphold our quality and timeliness standards as we work to effectively meet the needs of all our stakeholders.

In addition, we look forward to working with securities regulators as they continue to develop a detailed framework for OBSI binding authority for securities complaints.

In 2025, we anticipate providing services to a larger number of credit unions in Canada as credit unions in Manitoba, the Atlantic region and Ontario are working with us toward membership with our service. OBSI’s members currently include all credit unions from British Columbia, Alberta and Saskatchewan.

We are also closely monitoring the federal government’s open banking initiative and the regulation process for payment service providers, as the liability, complaint handling, and redress regimes for these sectors have yet to be finalized but are likely to be based on the current banking rules.

In closing, I would like to recognize the OBSI team for their exemplary efforts over the past year. As noted throughout my message, the demand for our services has significantly increased, and OBSI staff have exhibited exceptional dedication and commitment to addressing the needs of consumers and firms. In the year to come, I am confident that we will continue to achieve our objectives and fulfill our public service mandate of helping to ensure a fair, effective, and trusted Canadian financial services sector.




Sarah P. Bradley
Ombudsman and CEO



Progress toward our goals

Strategic plan at a glance

Our strategic plan for 2022–2026 contains three interconnected and mutually supporting success pillars and related objectives. Together, these pillars provide a foundation for OBSI to thrive as a resilient, successful organization. Each year, our annual operating plans and key initiatives will align to these pillars, with any necessary adjustments to address new issues. In this section, we review our annual progress in each of these key areas.

Success pillars	Objectives
 <p>Public assistance and dispute resolution</p> <p>OBSI provides information services to assist consumers who reach out to us with a complaint, and we conduct fair, efficient, and effective investigations of disputes between consumers and participating firms.</p>	<ul style="list-style-type: none"> • Deliver accessible, high-quality information services that help consumers who have reached out to us to make informed choices. • Conduct fair, independent investigations of disputes between consumers and participating firms. • Explore innovative dispute resolution approaches that drive efficiency and effectiveness.
 <p>Communication, awareness and thought leadership</p> <p>OBSI works to improve awareness of our services and share our expertise and experience to increase trust and strengthen the financial services sector in the public interest.</p>	<ul style="list-style-type: none"> • Deliver messaging to consumers and collaborate with stakeholders to strengthen public awareness and ensure consumers have easy access to information about OBSI when they have a problem. • Share information and provide thought leadership. • Build and maintain strong relationships with our stakeholders. • Advance regulatory and policy changes that improve consumers' access to effective financial ombudsman services in Canada.
 <p>Organizational resilience and continuous improvement</p> <p>OBSI is efficient and effective and adapts to changes in the financial services sector and our operating environment.</p>	<ul style="list-style-type: none"> • Foster a culture of innovation and continuous improvement. • Deliver high-value services to participating firms that reflect OBSI's overall value proposition. • Invest in OBSI's people to strengthen employee engagement and wellbeing and support operational excellence. • Foster public and industry confidence by demonstrating accountability for our organizational practices.



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SUCCESS PILLAR #1

Public assistance and dispute resolution

OBSI provides information services to assist consumers who reach out to us with a complaint, and we conduct fair, efficient, and effective investigations of disputes between consumers and participating firms.

Strategic plan objectives for 2024	What we accomplished this year
<p>Deliver accessible, high-quality information services that help consumers who have reached out to us to make informed choices.</p>	<ul style="list-style-type: none"> • We assisted over 16,000 consumers who reached out to us for assistance in 2024 providing timely and accurate information to help with the resolution of their complaints. • We conducted ongoing training for all front-line staff on effective techniques for working with seniors and vulnerable consumers. • We expanded our team of Case Assessment Officers to address the unprecedented increase in consumer demand for our services. • We introduced a new standard communications approach at the case opening stage to better inform consumers about what to expect from our process.
<p>Conduct fair, independent investigations of disputes between consumers and participating firms.</p>	<ul style="list-style-type: none"> • We completed over 3,700 investigations, establishing a new record, up 73% from last year and increased cases closed per investigative team member by approximately 75% from 2022 levels. • We continued to expand our investigation team to address 2024 case volumes and ensure success with our new mandate as the single ombudsman for banking in Canada. • We began 2024 with a commitment to overcome the enormous case volume challenges of 2023 and return to our case assignment timeliness standards. In 2024, we successfully achieved this objective and reduced consumer wait times to normal levels. • We conducted ongoing training for all front-line staff on effective techniques for responding to complainants efficiently.
<p>Explore innovative dispute resolution approaches that drive efficiency and effectiveness.</p>	<ul style="list-style-type: none"> • We drove increased productivity with efficiency initiatives and reached record-high productivity levels among our investigative teams. • We improved our average days to close a case, reaching new record timeliness levels. • We continued our FastTrack approach for appropriate cases. • We strengthened our investigation process by improving investigator effectiveness with a number of guidance notes and templates, and streamlining our case management system.



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SUCCESS PILLAR #2

Communication, awareness and thought leadership

OBSI works to improve awareness of our services and share our expertise and experience to increase trust and strengthen the financial services sector in the public interest.

Strategic plan objectives for 2024	What we accomplished this year
<p>Deliver messaging to consumers and collaborate with stakeholders to strengthen public awareness and ensure consumers have easy access to information about OBSI when they have a problem.</p>	<ul style="list-style-type: none"> • We launched a new website on a new platform which included improved, user-friendly navigation, better accessibility and enhanced back-end customization options. • Our search optimization work continued, resulting in a 15% increase in online visitors to our website building on the 30% growth seen in 2023. • We provided information and interviews to journalists and others throughout the year, when possible and appropriate. • We launched a new awareness campaign on YouTube, resulting in 4.3 million impressions and 2.7 million views, with a completion rate of over 75%.
<p>Share information and provide thought leadership.</p>	<ul style="list-style-type: none"> • We hosted the 2024 annual conference of the International Network of Financial Services Ombudsman Schemes (INFO Network) in Toronto and welcomed financial services ombudsmen from around the world to discuss common challenges, best practices and new opportunities in external dispute resolution. • We continued to improve the digital tools on our website, including the Data Cube, banking disclosure page and Firm and Consumer Portals. • We published a range of case studies, approaches, and bulletins on a variety of topics for consumers and firms. • We regularly reported case and inquiry volume and trend data relating to products and issues to all stakeholders through multiple channels. • We made formal submissions in response to regulatory consultation processes for the Canadian Securities Administrators (CSA) on binding authority and the Department of Finance on strengthening Canada’s financial sector. • We participated in a number of speaking opportunities for industry and consumer stakeholders.



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SUCCESS PILLAR #2

Communication, awareness and thought leadership

OBSI works to improve awareness of our services and share our expertise and experience to increase trust and strengthen the financial services sector in the public interest.

Strategic plan objectives for 2024	What we accomplished this year
<p>Build and maintain strong relationships with our stakeholders.</p>	<ul style="list-style-type: none"> • We continued our formal stakeholder outreach efforts with separate semi-annual meetings with consumer groups and industry associations. • We held regular meetings with all large firms, industry groups and consumer organizations. • We worked with regulators to enhance our reporting framework and practices. • We regularly met with banking, credit union, and securities regulators to ensure they are informed of our case experience and current trends.
<p>Advance regulatory and policy changes that improve consumers' access to effective financial ombudsman services in Canada.</p>	<ul style="list-style-type: none"> • We worked with the Financial Consumer Agency of Canada (FCAC), participating and transitioning banks, ADR Chambers Banking Ombuds Office (ADRBO) and the Canadian Bankers Association to develop and implement an operational transition plan to ensure a smooth and coordinated transition to the single external complaints body system. • We provided information and feedback to the CSA working group to explore options for strengthening OBSI's ability to secure redress for investors.





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SUCCESS PILLAR #3

Organizational resilience and continuous improvement

OBSI is efficient and effective and adapts to changes in the financial services sector and our operating environment.

Strategic plan objectives for 2024	What we accomplished this year
<p>Foster a culture of innovation and continuous improvement.</p>	<ul style="list-style-type: none"> • We engaged all investigative team staff in developing and implementing extensive efficiency initiatives during the year, including new investigative procedures and policies, updates to our case management system and new training and guidance tools. • We continued our internal process for identification and tracking of emerging issues and ensuring all staff are appropriately trained as novel issues arise. • We completed our annual NIST IT security review with positive results and continued to improve our IT security framework. • We continued to deliver IT security awareness training and phishing testing to all staff. • We continued training for all staff in plain language writing and effective communication.
<p>Deliver high-value services to participating firms that reflect OBSI’s overall value proposition.</p>	<ul style="list-style-type: none"> • We continued our work with the Canadian Credit Union Association towards welcoming credit unions from across Canada as members of OBSI. • We continued our Firm Helpdesk program throughout the year. • Our senior staff delivered presentations on topics to a number of organizations related to compliance, effective complaint-handling, and our risk rating and loss calculation methodologies. • We made improvements to our Firm Portal to enhance the user experience and reporting, including better upload capabilities and more self-serve options. • We enhanced our multi-factor authentication process to access the Consumer and Firm Portals.



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SUCCESS PILLAR #3

Organizational resilience and continuous improvement

OBSI is efficient and effective and adapts to changes in the financial services sector and our operating environment.

Strategic plan objectives for 2024	What we accomplished this year
<p>Invest in OBSI’s people to strengthen employee engagement and wellbeing and support operational excellence.</p>	<ul style="list-style-type: none"> • We welcomed many talented and committed new team members during the year, and provided an extensive onboarding and training program to ensure their success in assisting in delivering on our mandate in accordance with our guiding principles. • We expanded our office space to accommodate the growth of the OBSI team. • We developed personal training plans for continuing professional development, and prioritized and invested in training for all staff related to new and emerging products and services. • We continued to make upgrades and improvements to our internal knowledge management system.
<p>Foster public and industry confidence by demonstrating accountability for our organizational practices.</p>	<ul style="list-style-type: none"> • We completed the first year of our new governance structure and welcomed four new board members. • We launched a public consultation on our loss calculation methodology for complaints involving unsuitably sold illiquid exempt market securities to address a recommendation from our 2021 independent expert external review, and will publish the response in 2025. • We provided regular annual, quarterly and periodic reporting to banking, credit union, and securities regulators. • We continued our practice of internal semi-annual banking and investments compliance reviews and took responsive action as appropriate. • We updated our enterprise risk management (ERM) framework quarterly and implemented all priority risk mitigation initiatives identified in the ERM plan. • We continued our annual firm and consumer surveys to solicit feedback about their experience with our service, reviewed survey feedback to identify opportunities for operational improvement, and communicated both the survey results and our response plan to stakeholders via our website and annual report. • We demonstrated our fiscal responsibility by ensuring appropriate board approval of all expenses during the year and we received a clean audit from our external auditors.



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Consumer inquiries

To view additional highlights of the demographic data of OBSI consumers, please visit the Data Cube on our website at www.obsi.ca.



80%

of our inquiries related to deposit-taking institutions

11%

of our inquiries related to investment firms

13,000+

inquiries related to deposit-taking institutions

1,800+

inquiries related to investment firms

Canadians' inquiries by sector

Financial Sector	# of Inquiries
Deposit-taking institutions	
Banks	12,911
Credit unions	198
Investment firms	
Investment dealers	810
Mutual fund dealers	406
Restricted dealers	232
Scholarship plan dealers	139
Portfolio managers	118
Dual registrants: Portfolio managers/Exempt market dealers	84
Exempt market dealers	33
Investment – other	8
Restricted portfolio managers	6
Non-participating firms	
Banks and other	1,475
Total	16,420

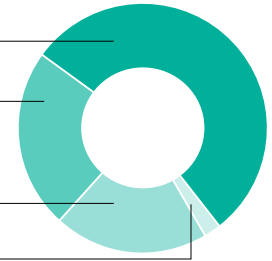
Inquiry Types

54% Email

23% Phone

20% Online

2% Other



Note: Percentages may not total 100 due to rounding.

16,420

public inquiries in 2024

3%

decrease in bank-related inquiries in 2024

Investment-related inquiries remained flat in 2024



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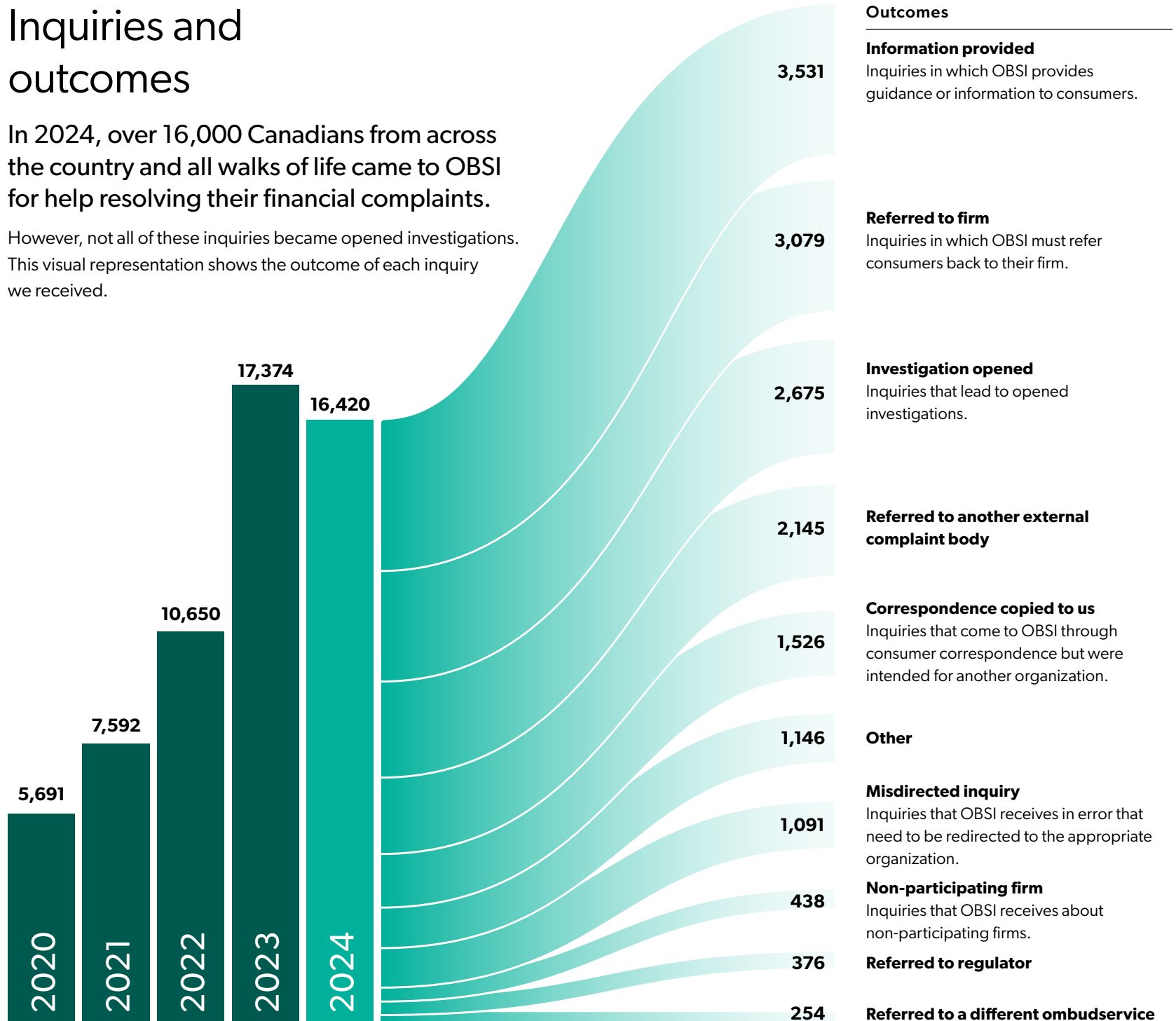
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Inquiries and outcomes

In 2024, over 16,000 Canadians from across the country and all walks of life came to OBSI for help resolving their financial complaints.

However, not all of these inquiries became opened investigations. This visual representation shows the outcome of each inquiry we received.



Outcomes

Information provided

Inquiries in which OBSI provides guidance or information to consumers.

Referred to firm

Inquiries in which OBSI must refer consumers back to their firm.

Investigation opened

Inquiries that lead to opened investigations.

Referred to another external complaint body

Correspondence copied to us

Inquiries that come to OBSI through consumer correspondence but were intended for another organization.

Other

Misdirected inquiry

Inquiries that OBSI receives in error that need to be redirected to the appropriate organization.

Non-participating firm

Inquiries that OBSI receives about non-participating firms.

Referred to regulator

Referred to a different ombudservice



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Consumer demographics

As a national service, OBSI responds to inquiries and investigates cases from across the country and from consumers abroad who have banking and investment relationships with firms in Canada.

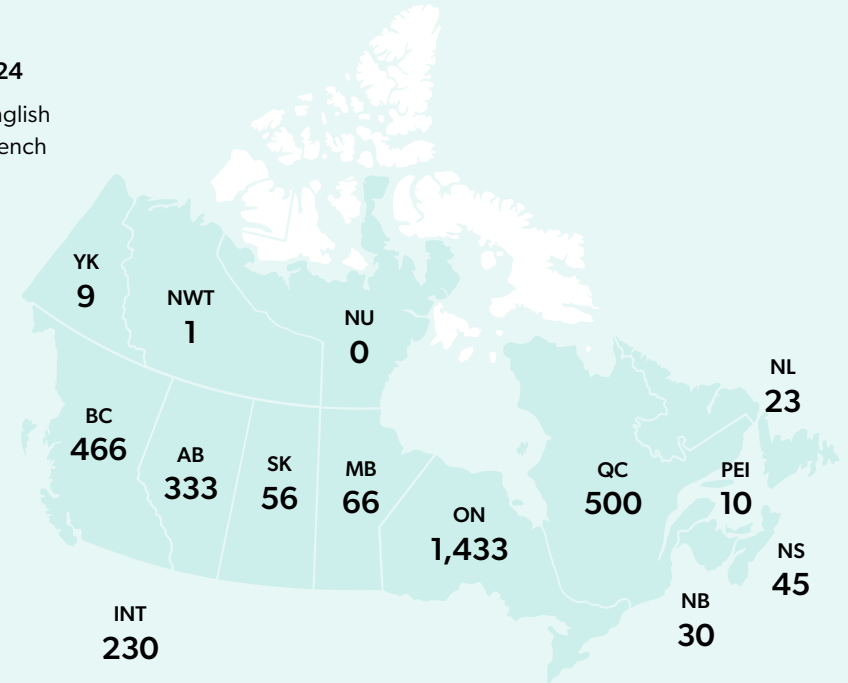
Income levels were similar for banking and investment consumers.

3,202

total cases in 2024

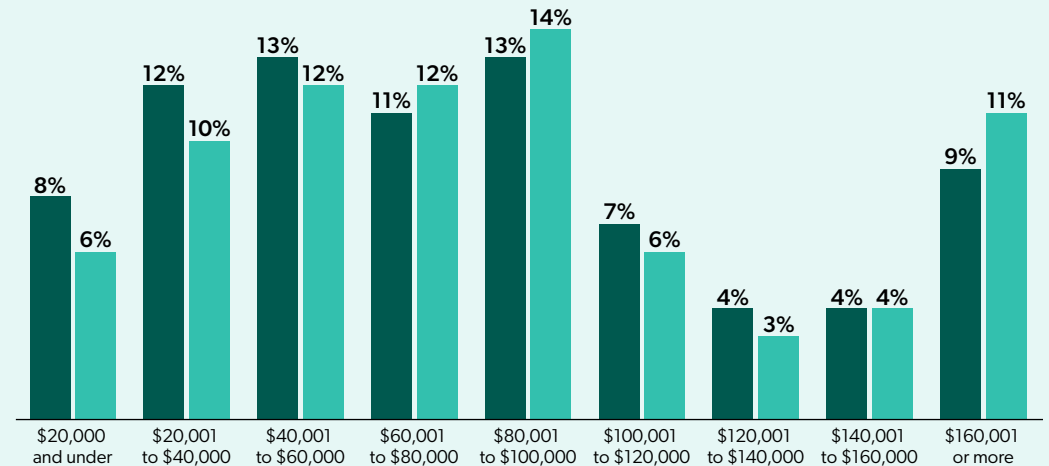
2,832 (88%) English

370 (12%) French



Annual household income

Banking Services Investments



Prefer not to say

Banking Services 19% | Investments 22%



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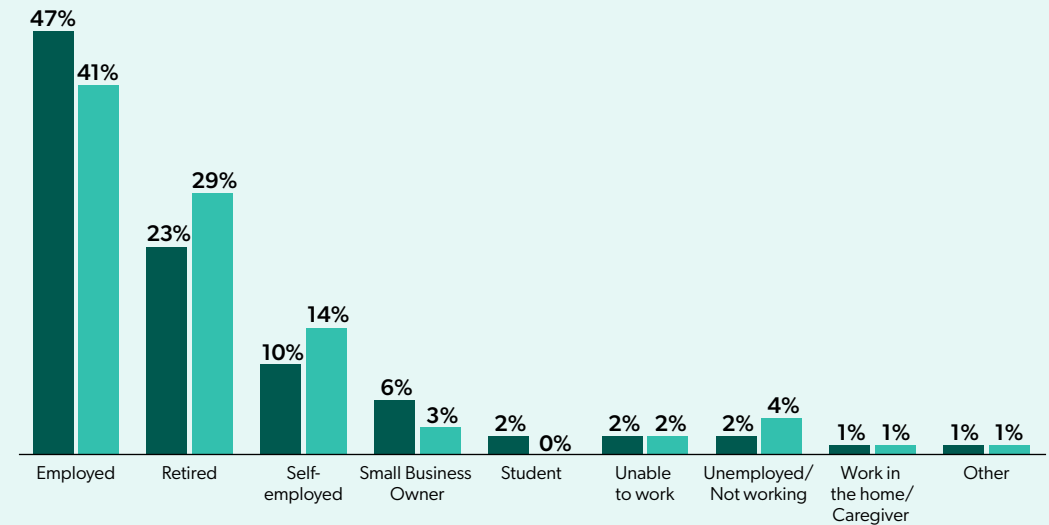
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Investment consumers were more often retired than banking consumers.

Employment status

Banking Services Investments



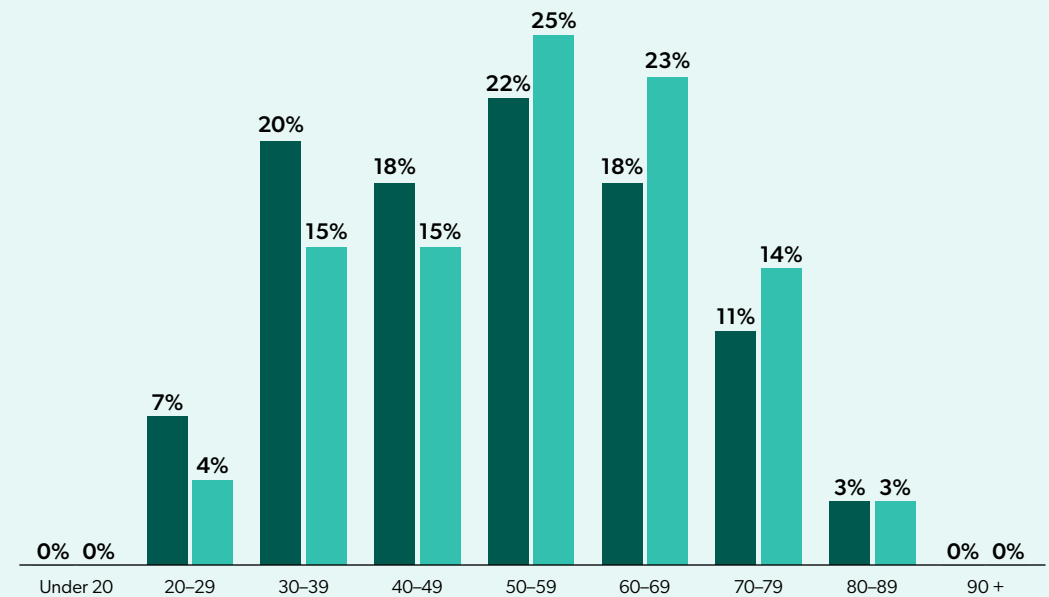
Prefer not to say

Banking Services 5% | Investments 4%

The average age for investment consumers tends to be older than banking consumers.

Age

Banking Services Investments



Note: Percentages may not total 100% due to rounding.



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Consumer feedback

OBSI surveys all consumers who used our service about their experience within 30 days after their case has closed.

In 2024, we received 998 responses to our survey from 25% of consumers whose cases were closed during the year. Survey results and comments are reviewed by our management team to identify areas for improvement and to better understand the concerns of OBSI's consumers.

Our consumer surveys consistently show that there is a strong correlation between receiving compensation and higher reported satisfaction with our services.

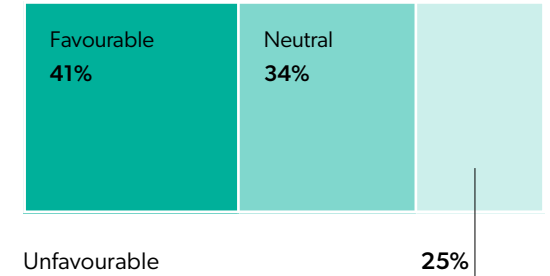
Our review of the results has helped us to identify opportunities for improvement to our Consumer Portal and consumer communications throughout the investigative process. We also continue to invest in resources to manage our case timeliness. The full survey results are available on our website at www.obsi.ca.

Were the OBSI staff you dealt with courteous and professional?

Satisfied with case outcome



Dissatisfied with case outcome

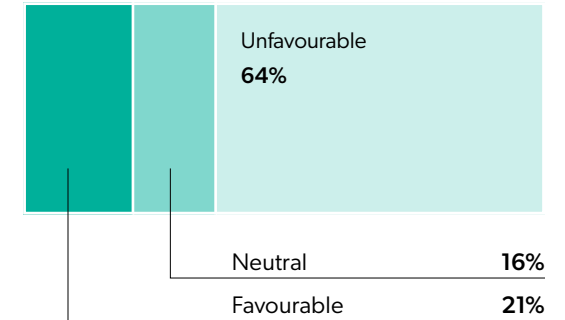


How well did OBSI understand your problem or complaint?

Satisfied with case outcome

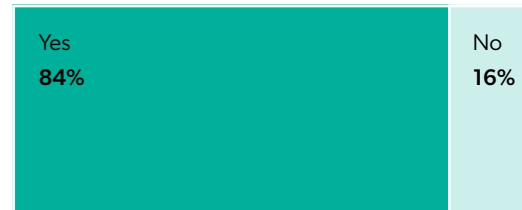


Dissatisfied with case outcome

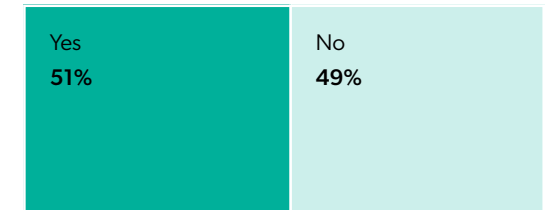


Our service standard is to complete banking cases in 120 days and investment cases in 180 days. Did we meet this standard for you?

Satisfied with case outcome



Dissatisfied with case outcome



Note: Percentages may not total 100 due to rounding.



Participating firms

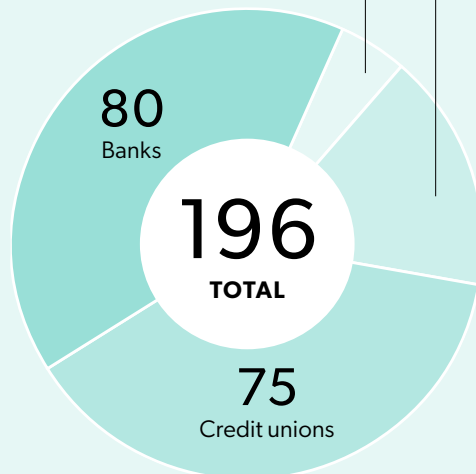
Nearly 1,500 financial institutions and firms across Canada participate in OBSI's dispute resolution process.

Most federally regulated banks and all investment firms regulated by the Canadian Securities Administrator (CSA) are OBSI participating firms (with limited exceptions), including all firms belonging to the Canadian Investment Regulatory Organization (CIRO), formerly the Investment Industry Regulatory Organization of Canada (IIROC) and the Mutual Fund Dealers Association of Canada (MFDA). Any regulated firm in the banking services and investment fields is eligible to join.

Deposit-taking institutions

32 Trust companies

9 Loan companies



Investment firms

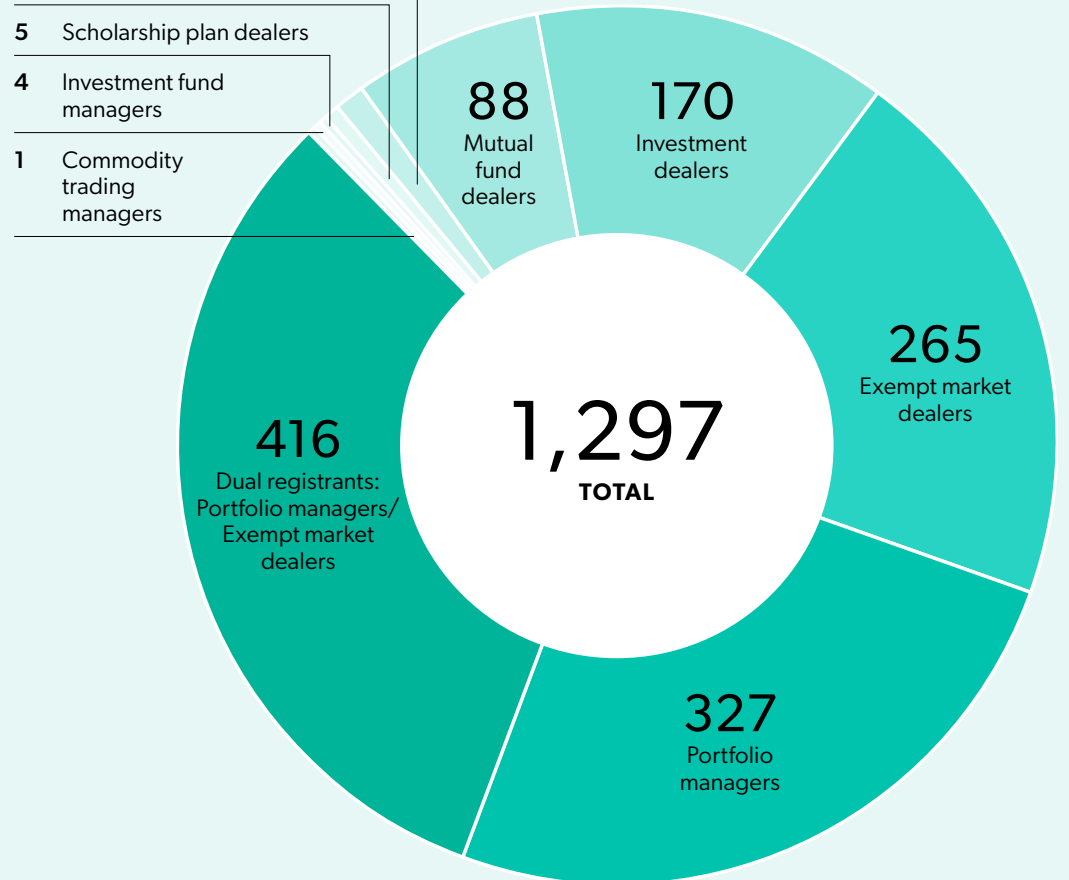
14 Restricted dealers

7 Restricted portfolio managers

5 Scholarship plan dealers

4 Investment fund managers

1 Commodity trading managers





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Firm feedback

Each year, OBSI solicits feedback from participating firms using a standardized online survey.

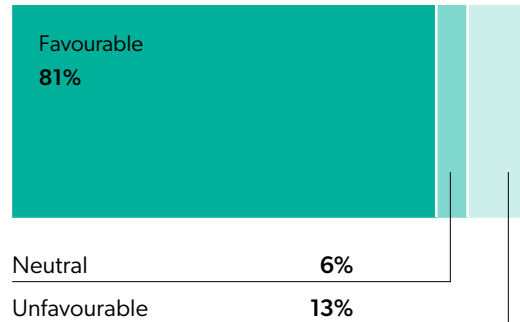
In 2024, we received responses from 40% from the 251 firms that received the survey. We survey all firms that had a complaint handled by us during the year and all federally regulated banks that participate in our service.

Aggregate survey results are reviewed by our management team to identify areas for improvement and to better understand the concerns of OBSI’s participating firms.

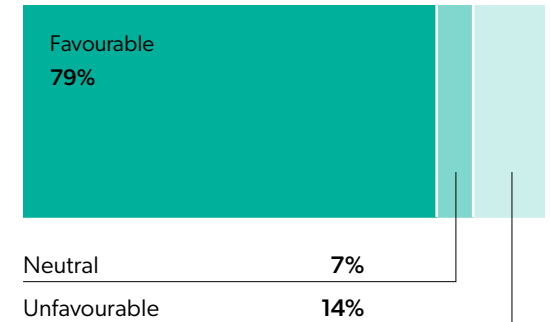
Preliminary assessment of the results indicates the need for additional improvements to our Firm Portal and help firms to understand our approach to case timeliness and loss calculations. The full survey results are available on our website at www.obsi.ca.

OBSI’s staff was effective in providing a resolution for our client’s complaints.

Banking services

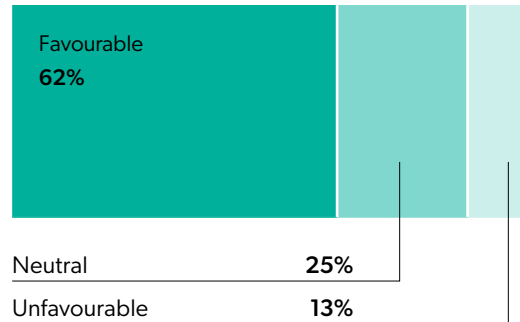


Investments

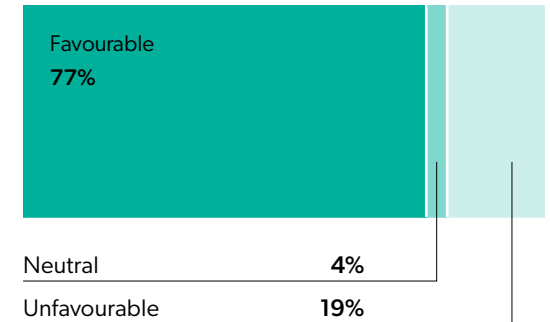


OBSI added value to our firm’s complaint handling process.

Banking services



Investments



OBSI’s final written conclusions or recommendations were written in clear, simple and not misleading language.

Banking services



Investments



Note: Percentages may not total 100 due to rounding.



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Banking services

2,553
opened cases

In 2024, banking cases increased to 2,553, up from 2,388 in 2023, a 7% year-over-year increase.

3,004
closed cases

Banking cases reached a record-setting high in 2024, led by fraud-related complaints.

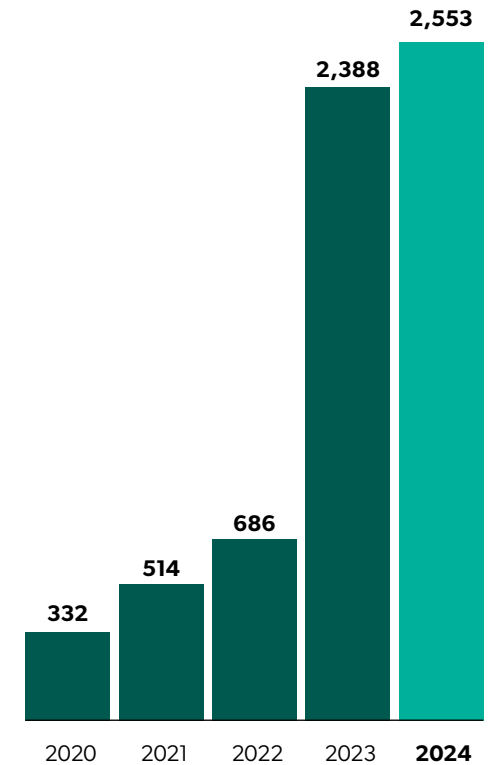
7%
increase in cases opened from 2023

Case volumes have been impacted over the past two years by changes to the Bank Act Consumer Protection Framework that came into effect on June 30, 2022, which reduced complaint attrition at federally regulated banks.

36
days on average to complete an investigation

Opened cases

\$3,447
average compensation



Top products and issues

- e-Transfer fraud
- Credit card service issues
- Credit card chargeback



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Total cases opened by product and issue

Banking products	# of cases	% of cases	Year-over-year comparison
Credit card	756	30%	+ 1% ↑
e-Transfer	607	24%	- 6% ↓
Personal savings and chequing account	305	12%	+ 3% ↑
Mortgage	260	10%	+ 23% ↑
Debit card	118	5%	+ 59% ↑
Line of credit	83	3%	+ 30% ↑
Cheque/certified/money order/draft	80	3%	+ 95% ↑
Wire transfer	79	3%	- 12% ↓
GIC/term deposit	56	2%	+ 22% ↑
Personal loan	46	2%	+ 12% ↑
Registered accounts	41	2%	+ 110% ↑
Commercial loan	24	1%	+ 9% ↑
Home equity line of credit (HELOC)	23	1%	+ 109% ↑
Estate account	22	1%	+ 5% ↑
Commercial account	21	1%	- 5% ↓
Other – banking services	15	1%	+ 7% ↑
Insurance – credit protection	8	<1%	+ 33% ↑
Safety deposit box	6	<1%	- 40% ↓
Merchant card services	3	<1%	+ 50% ↑
Total	2,553	100%	+ 7% ↑

Banking issues	# of cases	% of cases	Year-over-year comparison
Fraud	966	38%	+ 2% ↑
Service issue	540	21%	+ 30% ↑
Chargeback	169	7%	+ 9% ↑
Product information disclosure/misrepresentation	141	6%	+ 45% ↑
Interest rate	112	4%	- 13% ↓
Relationship ended	94	4%	- 13% ↓
Missing or lost funds	81	3%	+ 47% ↑
Transaction error	71	3%	- 5% ↓
Fee disclosure/misrepresentation/calculation	75	3%	+ 36% ↑
Credit reporting	64	3%	0%
Credit decision	58	2%	+ 5% ↑
Hold on funds	43	2%	+ 105% ↑
Unauthorized transaction	38	1%	- 36% ↓
Collections process	29	1%	- 36% ↓
Privacy breach	22	1%	- 24% ↓
Pre-payment penalty	20	1%	+ 18% ↑
Joint holder disputes	9	<1%	- 18% ↓
Promotions	7	<1%	+ 100% ↑
Product modification	6	<1%	- 40% ↓
Points & rewards	6	<1%	+ 100% ↑
Transfer delay	3	<1%	+ 100% ↑
Other – banking	2	<1%	- 94% ↓
Inappropriate advice and investment strategy	1	<1%	+ 100% ↑
Total	2,553	100%	+7% ↑

Note: Percentages may not total 100 due to rounding.



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TOP FIVE

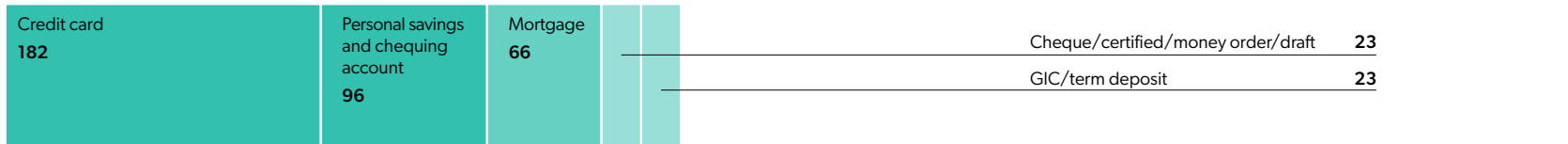
Banking issues and products for 2024

This is a visual representation of the five most reported banking issues during the year and related products. Each rectangle represents a product that has been impacted by the corresponding issue. The size of the rectangle is proportional to the number of complaints received in relation to the products impacted.

Fraud 900



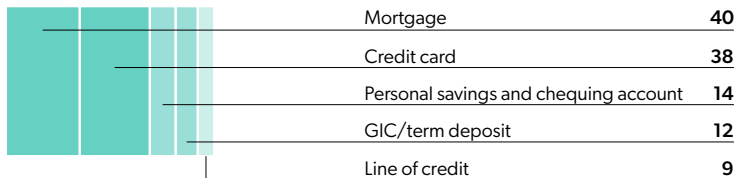
Services issue 390



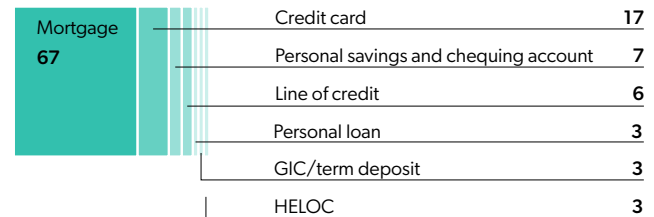
Chargeback 169



Product information disclosure/misrepresentation 113



Interest rate 106





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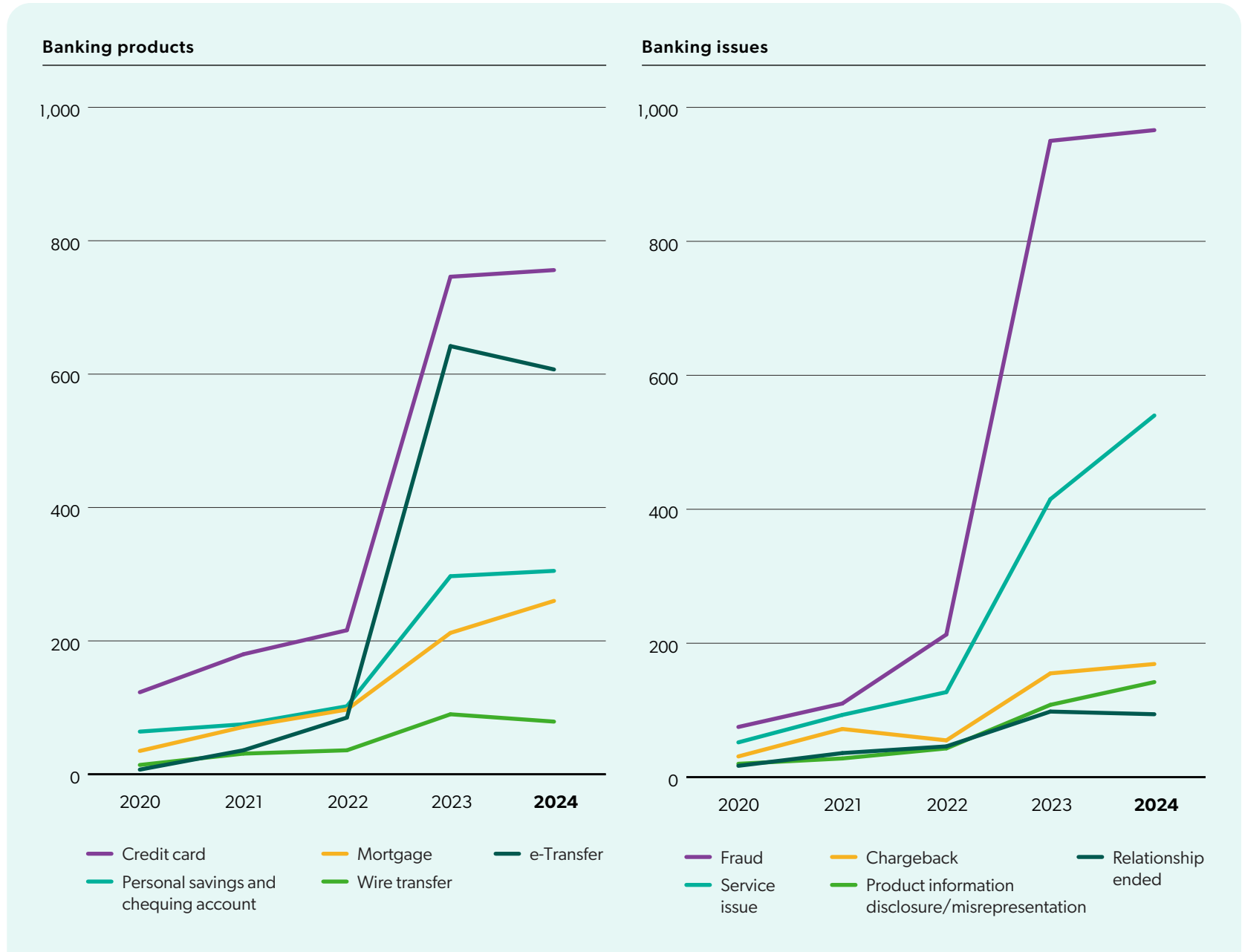
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Banking disputes: Five-year trend

These charts provide a trendline for 2024's top five banking products and issues since 2020.





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Timeliness

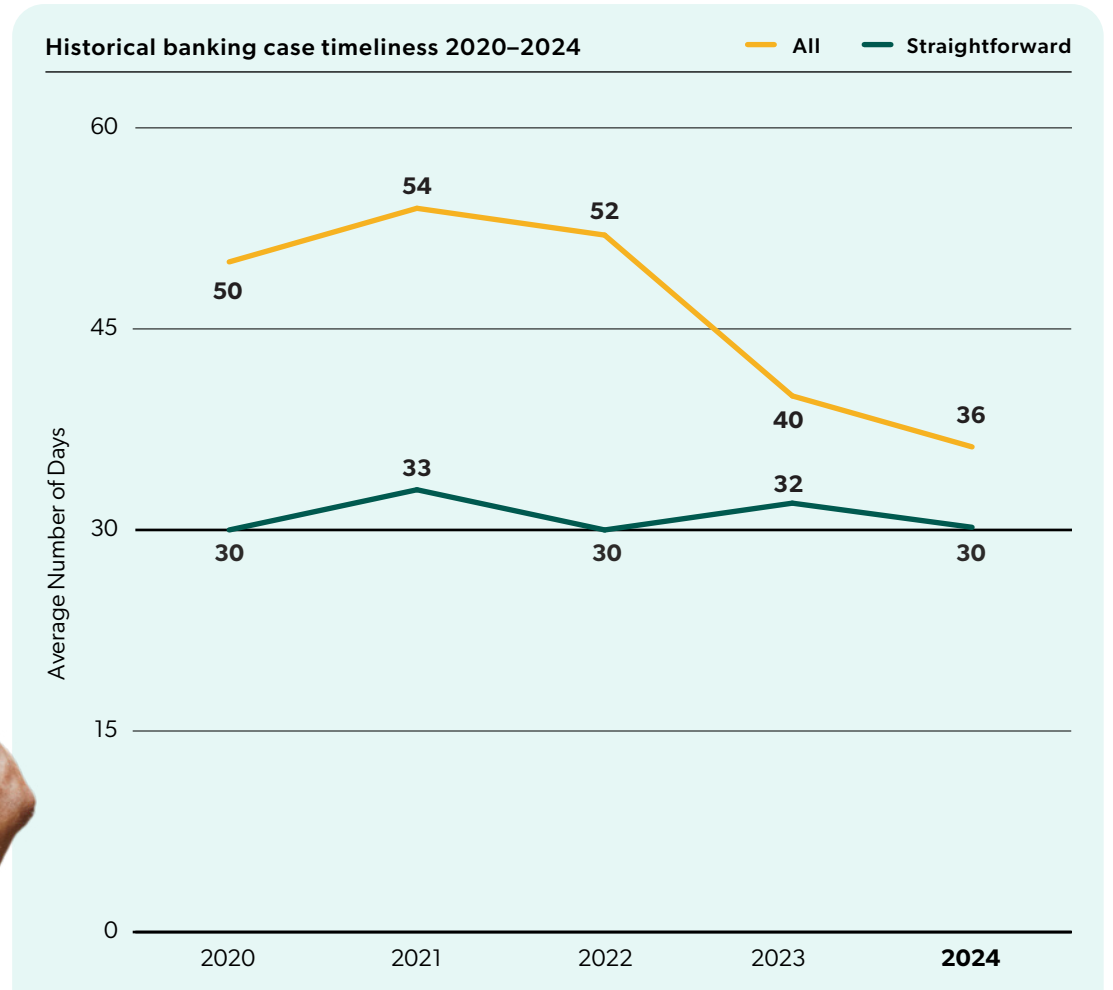
Our measures of timeliness begin when we assign a case to an investigator and end when we send a final written conclusion to the consumer and the firm.

Our service standard is that we will complete most banking cases in less than 60 days and almost all banking cases in less than 90 days, though some cases may take longer if they are complex or there are delays relating to availability or participation by the firm or consumer.



# of days	% of cases closed
Under 30	51%
Under 60	82%
Under 90	96%
Under 120	100%

	Average number of days to close case file
All investigations	36
Straightforward investigations	30





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Opened cases by deposit-taking institutions

OBSI opened 2,553 banking cases this year from 40 banks and federal credit unions.

When reviewing case numbers for each firm, it is important to note that a higher number of cases opened for a firm may not be a negative indication. Higher case volumes are generally unrelated to case outcomes and may simply be a result of the firm effectively informing consumers about OBSI’s services.

We recommended monetary compensation in 732 cases and non-monetary compensation, such as an apology or restoration of a credit rating, in 36 cases.

Why are these figures reported?

The Financial Consumer Agency of Canada (FCAC) sets out conditions that an external complaint body (ECB) must meet to maintain FCAC approval. As an approved ECB, OBSI is required to publish an annual report that includes:

- complaints that it received
- complaints that it determined were within its Terms of Reference
- final recommendations that it made
- complaints that, in its opinion, were resolved to the satisfaction of the persons who made them.

What does “resolved to the satisfaction of the complainant” mean?

Resolved to the satisfaction of the complainant reflects the different case outcomes OBSI considers resolved to the satisfaction of the person making the complaint. These include:

- **Monetary settlements** where OBSI has found that the complaint merited some compensation, including monetary settlements where OBSI deemed a firm’s original offer to be fair.
- **Non-monetary resolutions**, such as updating tax reporting and records, restoring a product or service, correcting a credit bureau record, or sending explanatory letters to a consumer’s creditors.
- **Settlements** before an investigation where the firm and complainant came to a resolution before an investigation formally began.





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Banks and federal credit unions	Firm size (in millions) ¹	Complaints received	Complaints deemed in mandate	Opened cases	Final recommendations made	Complaint denied — within mandate	Settlement before investigations	Resolved to satisfaction of complainant	Original offer by the firm deemed fair
Amex Bank of Canada	\$ 3,037	131	128	127	147	110	6	24	5
B2B Bank	\$ 9,252	2	2	1	2	1	0	1	1
Bank of China (Canada)	\$ 3,800	1	1	1	3	2	0	1	0
Bank of Montreal	\$ 1,409,646	831	802	879	1,348	969	95	330	80
Bridgewater Bank	\$ 2,137	1	1	1	0	0	0	0	0
Caisse populaire acadienne Itée (UNI)	\$ 5,373	4	4	3	4	4	0	0	0
Canadian Imperial Bank of Commerce	\$ 1,041,985	1,085	1,056	1,040	962	583	55	318	128
Canadian Tire Bank	\$ 7,133	22	20	21	21	15	5	6	0
Canadian Western Bank	\$ 43,133	5	5	5	6	3	0	0	0
Capital One Bank (Canada Branch)	\$ 4,411	208	199	196	208	122	21	70	8
Coast Capital Savings Federal Credit Union	\$ 21,976	22	22	20	23	20	0	3	3
Concentra Bank	\$ 8,720	0	0	2	2	2	0	0	0
CS Alterna Bank	\$ 1,030	1	1	1	1	1	0	0	0
Equitable Bank	\$ 52,994	23	20	20	19	8	5	9	3
Fairstone Bank of Canada	\$ 7,815	33	32	33	40	14	11	26	2
First Nations Bank of Canada	\$ 1,236	1	1	1	1	1	0	0	0
Haventree Bank	\$ 3,701	2	1	1	1	0	0	1	0
HomeEquity Bank	\$ 8,825	7	6	6	5	3	1	2	0

¹ Asset size reported as of October 31, 2024 by Office of the Superintendent of Financial Institutions (OSFI).



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	Banks and federal credit unions	Firm size (in millions) ¹	Complaints received	Complaints deemed in mandate	Opened cases	Final recommendations made	Complaint denied — within mandate	Settlement before investigations	Resolved to satisfaction of complainant	Original offer by the firm deemed fair
	HSBC Bank	\$ 122,385	28	29	29	41	16	6	24	8
	ICICI Bank Canada	\$ 5,600	3	2	2	3	3	0	0	0
	Innovation Federal Credit Union	\$ 4,277	2	2	2	2	1	0	0	0
	Laurentian Bank of Canada	\$ 47,401	11	11	13	16	7	2	8	0
	Manulife Bank of Canada	\$ 30,510	14	14	16	17	9	0	6	2
	Motus Bank	\$ 168	2	2	2	2	2	0	0	0
	President's Choice Bank	\$ 5,337	19	19	21	24	14	5	8	1
	RFA Bank of Canada	\$ 2,355	3	3	1	1	1	0	0	0
	Rogers Bank	\$ 790	31	28	26	21	0	8	19	6
	Banks		2,492	2,411	2,470	2,920	1,911	220	856	247
	BMO Trust Company	\$ 8,938	1	1	1	0	0	0	0	0
	CIBC Mellon Trust Company	\$ 18,749	2	2	2	2	2	0	0	0
	CIBC Mortgages Inc.	\$ 2,168	4	3	3	2	1	0	1	0
	Community Trust Company	\$ 6,148	6	6	5	3	3	0	0	0
	Concentra Trust	\$ 28	1	1	1	1	1	0	0	0
	Desjardins Trust Inc.	\$ 1,052	0	0	0	1	0	0	0	0
	Home Trust Company	\$ 22,513	6	6	6	6	3	2	3	0
	MD Private Trust Company	\$ 23	1	1	1	0	0	0	0	0

¹ Asset size reported as of October 31, 2024 by Office of the Superintendent of Financial Institutions (OSFI).



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Banks and federal credit unions	Firm size (in millions) ¹	Complaints received	Complaints deemed in mandate	Opened cases	Final recommendations made	Complaint denied — within mandate	Settlement before investigations	Resolved to satisfaction of complainant	Original offer by the firm deemed fair
Peoples Trust Company	\$ 7,574	10	10	11	21	12	2	9	1
Solus Trust Company	\$ 16	1	1	1	1	1	0	0	0
TSX Trust Company	\$ 208	3	3	3	3	3	0	0	0
Trust companies		35	34	34	40	26	4	13	1
Total		2,527	2,445	2,504	2,960	1,937	224	869	248

¹ Asset size reported as of October 31, 2024 by Office of the Superintendent of Financial Institutions (OSFI).





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Credit unions

More than 100 credit unions from British Columbia, Alberta, and Saskatchewan use OBSI's services, with the majority being provincially regulated.

Credit union membership in OBSI is growing, and we expect more credit unions from other provinces and regions to join in 2025. Although we include some case data relating to credit unions, we are expanding our reporting due to their increasing representation. This section provides key highlights on credit union complaints.

44

closed cases

75%

increase in cases opened from 2023

38

days on average to complete an investigation

\$1,088

median compensation

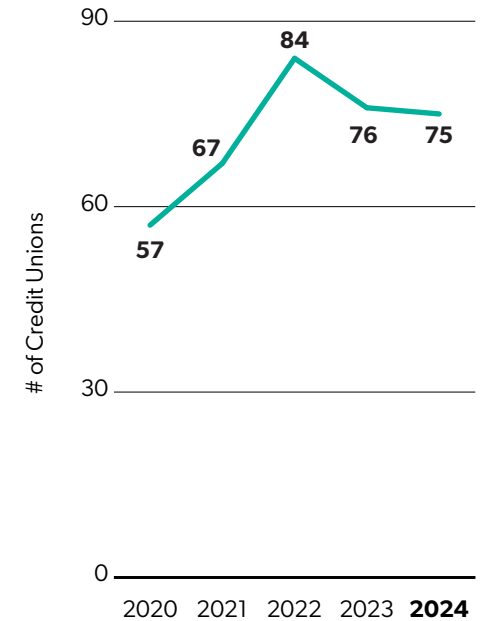
\$54,289

total compensation to consumers

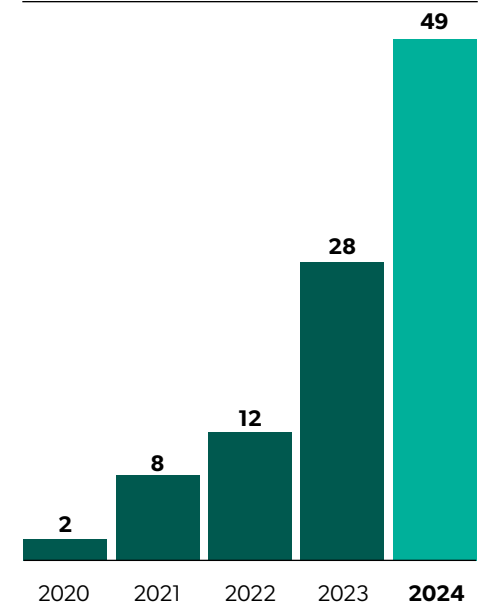
Top products and issues

- e-Transfer fraud
- Personal chequing and savings account missing or lost funds
- Mortgage service issue

Credit union membership by year



Opened cases





Total cases opened by product and issue

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Credit union products	# of cases	% of cases
e-Transfer	14	29%
Personal savings and chequing account	10	20%
Mortgage	5	10%
Wire transfer	4	8%
Credit card	4	8%
Commercial loan	2	4%
Other – banking services	2	4%
Estate account	2	4%
Commercial account	2	4%
Debit card	1	2%
Home equity line of credit (HELOC)	1	2%
GIC/term deposit	1	2%
Cheque/certified/money order/draft	1	2%
Total	49	100%

Credit union issues	# of cases	% of cases
Fraud	20	41%
Service issue	11	22%
Fee disclosure/misrepresentation/calculation	4	8%
Missing or lost funds	4	8%
Relationship ended	3	6%
Privacy breach	1	2%
Credit decision	1	2%
Unauthorized transaction	1	2%
Credit reporting	1	2%
Hold on funds	1	2%
Pre-payment penalty	1	2%
Product information disclosure/misrepresentation	1	2%
Total	49	100%

Note: Percentages may not total 100 due to rounding.



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Opened cases by credit union

OBSI opened 49 cases this year from 19 credit unions.

When reviewing case numbers for each credit union, it is important to note that a higher number of cases opened may not be a negative indication.



Credit union	# of opened cases	# of cases closed	Outcome in favour of complainant ¹
1st Choice Savings and Credit Union Limited	1	1	1
Affinity Credit Union	2	2	1
Beem Credit Union	2	1	0
Bow Valley Credit Union	2	2	2
Coastal Community Credit Union	1	2	1
Conexus Credit Union	1	2	0
Connect First and Servus Credit Union Ltd.	7	5	1
First West Credit Union	12	8	2
Gulf and Fraser Fishermen's Credit Union	0	1	0
Integris Credit Union	1	1	0
Interior Savings Credit Union	0	1	0
Kootenay Savings Credit Union	1	0	0
Prairie Centre Credit Union Limited	3	2	0
Prospera Credit Union	5	5	0
Salmon Arm Savings and Credit Union	0	1	0
Servus Credit Union Limited	7	8	1
StellarVista Credit Union	0	1	0
TCU Financial Group Credit Union	1	0	0
Vancity Savings Credit Union	3	1	1
Total	49	44	10

¹ May include instances where the firm's offer was reinstated.



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649

opened cases

721

closed cases

2%

decrease in cases opened from 2023

57

days on average to complete an investigation

\$12,235

average compensation

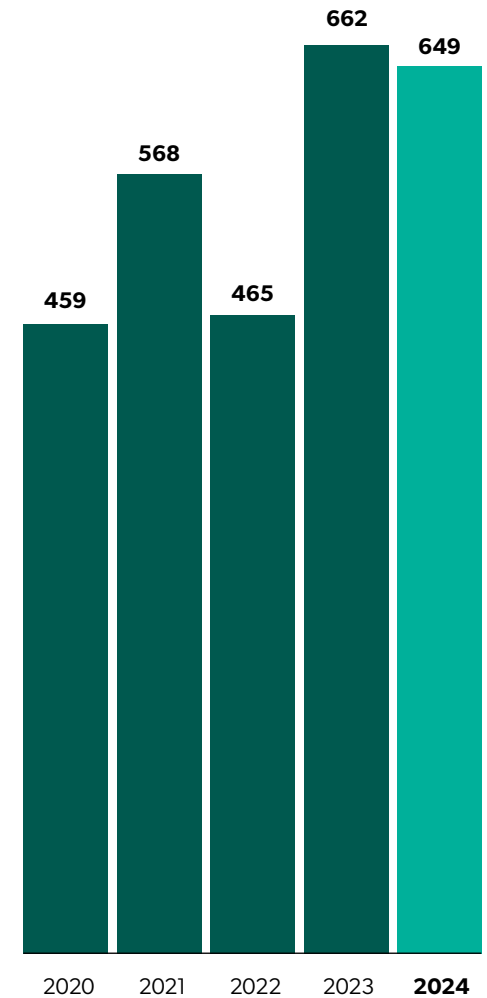
Top products and issues

- Common shares service issue
- Mutual funds investment suitability
- Crypto assets fraud

In 2024, investment cases decreased to 649, from 662 in 2023, a 2% year-over-year decline.

35% of investment cases related to common shares and 31% to mutual funds.

Opened cases





Total cases opened by product and issue

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Investment products	# of cases	% of cases	Year-over-year comparison
Common shares	231	36%	+ 34% ↑
Mutual funds	197	30%	- 34% ↓
Crypto assets	89	14%	- 11% ↓
Scholarship trust plans	69	11%	+ 44% ↑
GICs and cash equivalents	17	3%	+ 42% ↑
Derivatives	17	3%	+ 42% ↑
ETFs (non-leveraged)	6	1%	+ 200% ↑
Hedge funds	6	1%	+ 20% ↑
Mortgage investments	3	<1%	+ 50% ↑
Income trusts	3	<1%	+ 200% ↑
Bonds, debentures	2	<1%	+ 100% ↑
GIC/term deposit	2	<1%	+ 100% ↑
Preferred shares (non-rate reset)	2	<1%	+ 100% ↑
Registered accounts	2	<1%	+ 100% ↑
Preferred shares (rate reset)	1	<1%	+ 100% ↑
PPNs and linked notes	1	<1%	- 67% ↓
Total	649	100%	- 2% ↓

Investment issues	# of cases	% of cases	Year-over-year comparison
Service issue	110	17%	+ 7% ↑
Investment suitability	110	17%	- 38% ↓
Fraud	93	14%	- 5% ↓
Fee disclosure/ misrepresentation/calculation	74	11%	+ 76% ↑
Instructions not followed	48	7%	0%
Inappropriate advice and investment strategy	42	6%	+ 45% ↑
Transfer delay	36	6%	- 8% ↓
Unauthorized transaction	36	6%	+ 16% ↑
Transaction error	32	5%	+ 39% ↑
Product information disclosure/misrepresentation	32	5%	- 18% ↓
Margin issues	19	3%	+ 27% ↑
Privacy breach	6	1%	0%
Other – investments	4	1%	+ 100% ↑
Off book/outside business	4	1%	0%
Margin or leverage suitability	3	<1%	- 63% ↓
Total	649	100%	- 2% ↓

Note: Percentages may not total 100 due to rounding.

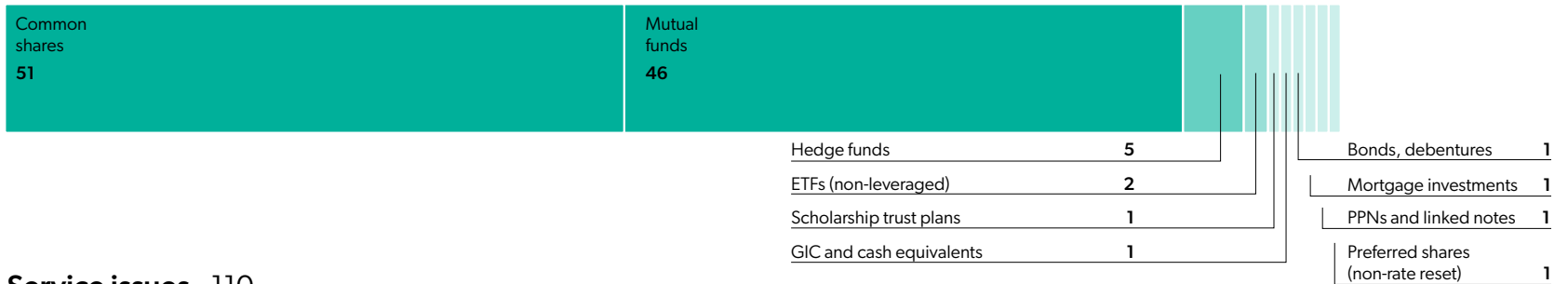


TOP FIVE

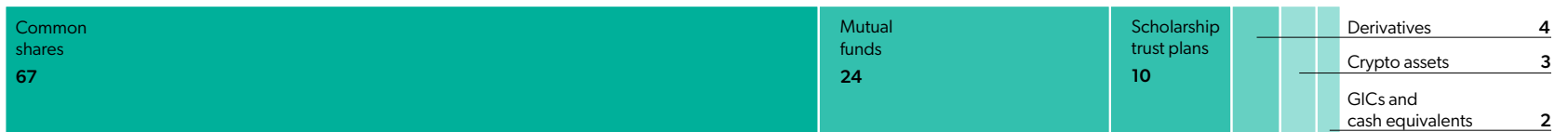
Investment issues and products for 2024

This is a visual representation of the five most reported investment issues during the year and related products. Each rectangle represents a product that has been impacted by the corresponding issue. The size of the rectangle is proportional to the number of complaints received in relation to the products impacted.

Investment suitability 110



Service issues 110



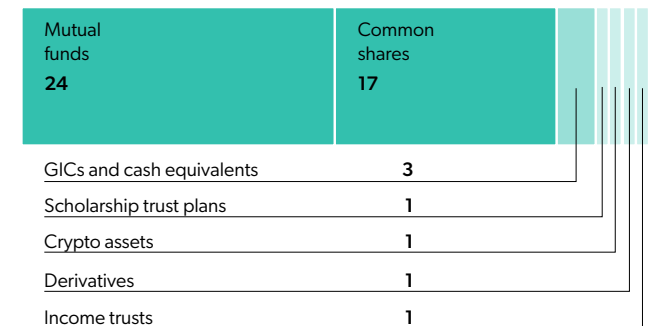
Fraud 93



Fee disclosure/ misrepresentation/calculation 74



Instructions not followed 48





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Investment disputes: Five-year trend

These charts provide a trendline for 2024's top five investment products and issues since 2020.





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Timeliness

Our measures of timeliness begin when we assign a case to an investigator and end when we send a final written conclusion to the consumer and the firm.

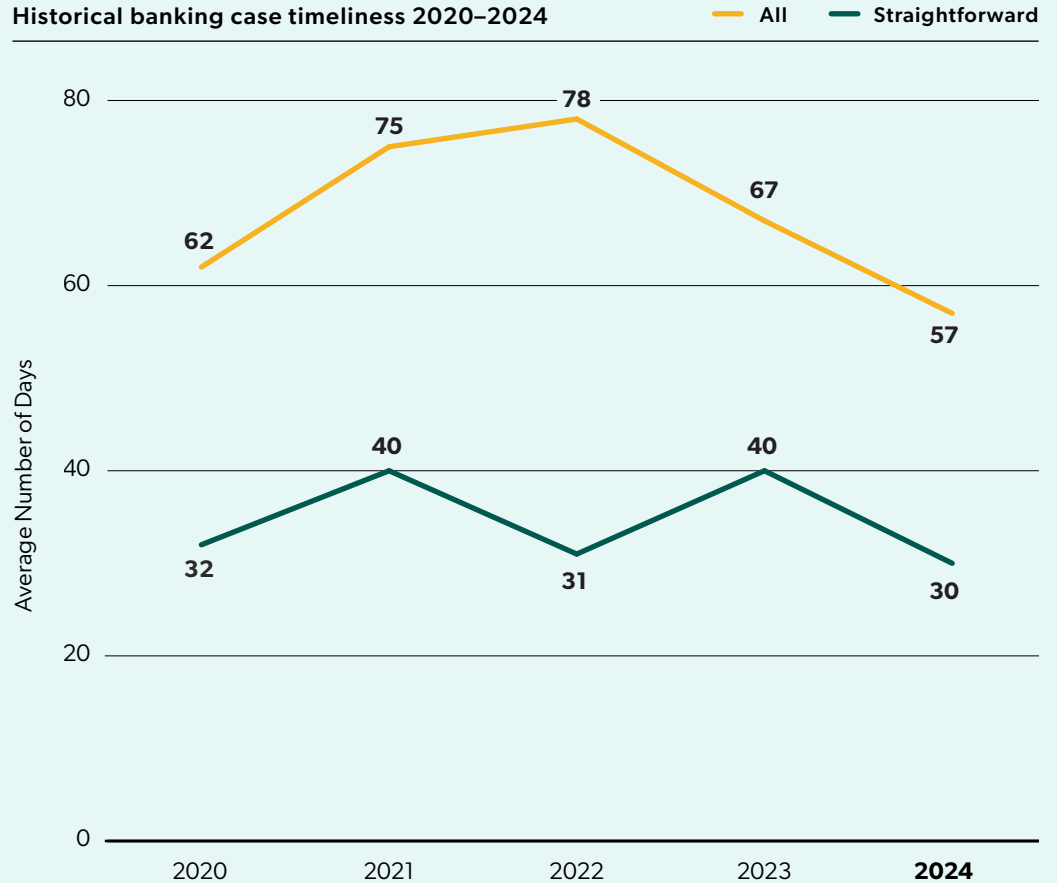
Our service standard is that we will complete most investment cases in less than 90 days and almost all investment cases in less than 120 days, though some cases may take longer if they are complex or there are delays relating to availability or participation by the firm or consumer.

# of days	% of cases closed
Under 30	29%
Under 60	61%
Under 90	81%
Under 120	93%
Under 180	100%

	Average number of days to close case file
All investigations	57
Straightforward investigations	30



Historical banking case timeliness 2020–2024





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Opened cases by firm

OBSI opened 649 investment cases this year from 101 investment firms.

When reviewing case numbers for each firm, it is important to note that a higher number of cases opened for a firm may not be a negative indication.



Firm	# of opened cases	# of cases closed	Outcome in favour of complainant ¹
Genesis Wealth Management Corp	1	0	0
IBK Capital Corp.	1	1	0
Romspen Investment Corporation	1	1	0
Skyline Wealth Management Inc.	1	1	0
Tri View Capital Limited	2	2	0
Exempt market dealers	6	5	0
Acumen Capital Finance Partners Limited	1	1	1
Aligned Capital Partners Inc.	4	2	0
Assante Capital Management Limited	0	1	0
ATB Securities Inc.	1	1	0
Aviso Financial Inc.	8	8	5
B2B Bank Securities Services Inc.	0	1	0
BMO InvestorLine Inc.	14	19	11
BMO Nesbitt Burns Inc.	5	12	6
Canaccord Genuity Corp.	3	0	0
CI Investment Services Inc.	1	0	0
CIBC Investor Services Inc.	36	27	11
CIBC World Markets Inc.	9	10	0
Coinsquare Capital Markets Limited	1	3	0
Desjardins Securities Inc.	4	6	2
Echelon Wealth Partners Inc.	1	2	1

¹ May include instances where the firm's offer was reinstated.



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Firm	# of opened cases	# of cases closed	Outcome in favour of complainant ¹	Firm	# of opened cases	# of cases closed	Outcome in favour of complainant ¹
Edward Jones	11	9	4	Richardson Wealth Limited	4	7	5
Fortrade Canada Limited	3	4	1	Scotia Capital Inc.	31	35	9
Friedberg Mercantile Group Limited	1	0	0	Shakepay Inc.	18	18	0
Harbourfront Wealth Management Inc.	5	1	1	TD Securities Inc.	0	1	0
Highgate Group Inc.	2	1	0	TD Waterhouse Canada Inc.	44	51	14
iA Private Wealth Inc.	3	2	0	Ventum Financial Corp	4	1	0
Integral Wealth Securities Limited	1	0	0	Wealthsimple Investments Inc.	23	16	3
Interactive Brokers Canada Inc.	10	12	1	Wellington-Altus Private Wealth Inc.	4	4	3
Investors Group Securities Inc.	1	1	1	Investment dealers	322	334	106
IPC Securities Corporation	1	2	0	Amerity Wealth Management Inc.	0	1	0
Mandeville Private Client Inc.	1	1	0	Assante Financial Management Limited	2	2	1
National Bank Financial Inc.	10	13	4	B2B Bank Financial Services Inc.	1	1	0
OANDA (Canada) Corporation ULC	1	0	0	BMO Investments Inc.	22	23	7
Odlum Brown Limited	1	0	0	Candor Financial Group Inc.	1	0	0
Professionals Financial – Private Management Inc.	1	0	0	Canfin Magellan Investments Inc.	1	1	0
Questrade, Inc.	14	20	10	Carte Wealth Management Inc.	0	1	0
Raymond James Limited	4	4	1	CIBC Securities Inc.	16	18	7
RBC Direct Investing Inc.	20	23	5	Credential Asset Management Inc.	1	3	1
RBC Dominion Securities Inc.	15	15	7	Desjardins Financial Security Investments Inc.	2	2	0

¹ May include instances where the firm's offer was reinstated.



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Firm	# of opened cases	# of cases closed	Outcome in favour of complainant ¹	Firm	# of opened cases	# of cases closed	Outcome in favour of complainant ¹
Global Maxfin Investments Inc.	1	1	0	Manulife Investment Management Limited	2	1	0
HSBC Investment Funds (Canada) Inc.	0	2	1	Marquest Asset Management Inc.	0	1	0
Investia Financial Services Inc.	6	6	0	MD Financial Management Inc.	1	0	0
Investors Group Financial Services Inc.	7	10	5	R.N. Croft Financial Group Inc.	0	1	0
IPC Investment Corporation	1	1	0	Vestcap Investment Management Inc.	0	1	1
LBC Financial Services	1	2	1	Wealthsimple Inc.	2	2	0
Manulife Wealth Inc. (MFD)	2	2	1	Wellington-Altus Private Counsel Inc.	1	1	1
National Bank Savings and Investments Inc.	4	4	2	Portfolio managers	8	11	3
PFSL Investments Canada Limited	1	2	0	1832 Asset Management L.P.	1	1	0
Portfolio Strategies Corporation	1	0	0	BMO Private Investment Counsel Inc.	1	1	0
Quadrus Investment Services Limited	0	1	0	Fieldhouse Capital Management Inc.	1	0	0
Royal Mutual Funds Inc.	33	49	17	Generation PMCA Corp.	1	0	0
Scotia Securities Inc.	48	66	32	Mackenzie Financial Corporation	1	3	2
Sterling Mutuals Inc.	1	0	0	Nicola Wealth Management Limited	1	1	0
Sun Life Financial Investment Services (Canada) Inc.	2	6	5	Pinnacle Wealth Brokers Inc.	1	0	0
TD Investment Services Inc.	10	12	7	Q Cantar Holdings Inc.	1	0	0
WFG Securities Inc.	2	4	2	Questrade Wealth Management Inc.	1	1	0
Mutual fund dealers	166	220	89	TD Asset Management Inc.	1	1	1
CIBC Asset Management Inc.	1	2	1	TD Waterhouse Private Investment Counsel Inc.	2	2	2
CIBC Trust Corporation	1	2	0				

¹ May include instances where the firm's offer was reinstated.



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Firm	# of opened cases	# of cases closed	Outcome in favour of complainant ¹
TriDelta Investment Counsel Inc.	1	0	0
WhiteHaven Securities Inc.	1	0	0
Dual registrants: Portfolio managers/Exempt market dealers	14	10	5
Bitbuy Technologies Inc.	3	4	0
BITNATIONALEX INC.	1	0	0
Coinbase Canada, Inc.	2	1	0
Foris DAX, Inc.	6	6	1
Netcoins Inc	2	2	0
Newton Crypto Limited	38	40	0
Payward Canada, Inc.	4	2	0
Simply Digital Technologies Inc.	1	5	0
VirgoCX Inc.	7	8	0
Wealthsimple Digital Assets Inc.	0	2	1
Restricted dealers	64	70	2
Children's Education Funds Inc.	2	4	1
CST Savings Inc.	6	4	1
Embark Student Corp.	55	55	11
Global Growth Assets Inc.	6	8	5
Scholarship plan dealers	69	71	18
Total	649	721	223

¹ May include instances where the firm's offer was reinstated.





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OBSI works with consumers and participating firms to arrive at fair and reasonable outcomes.

If an investigation finds that a participating firm acted unfairly, made a mistake, or gave bad advice, OBSI will recommend the firm compensate the consumer or investor for any loss, damage, or harm up to \$350,000. OBSI may also recommend non-monetary compensation when appropriate, such as correcting a mistake made to a credit history.

If OBSI concludes that the consumer or investor was treated fairly, or the compensation previously offered by the firm is fair, a clear explanation of the findings will be provided to the consumer or investor. In accordance with OBSI's Terms of Reference, the name of any firm that refuses a recommendation will be made public.



Monetary compensation

\$5,027,700

Total compensation in 2024

24%

of banking complaints (732 of 3,004) ended with monetary compensation

30%

of investment complaints (216 of 721) ended with monetary compensation

There were no refusals by any participating firms of an OBSI recommendation in 2024.

	Total	Average	Median	Lowest	Highest	# of case files
Banks and federal credit unions	\$2,433,852	\$3,447	\$600	\$11	\$99,090	732
Investment firms	\$2,593,848	\$12,235	\$1,350	\$35	\$350,000	216
Total combined	\$5,027,700					

Non-monetary compensation

In 2024, we recommended non-monetary compensation in 36 banking cases and one investment case.

Non-monetary compensation can be updating tax reporting and records, restoring a product or service, correcting a credit bureau record, or sending explanatory letters to a consumer's creditors.



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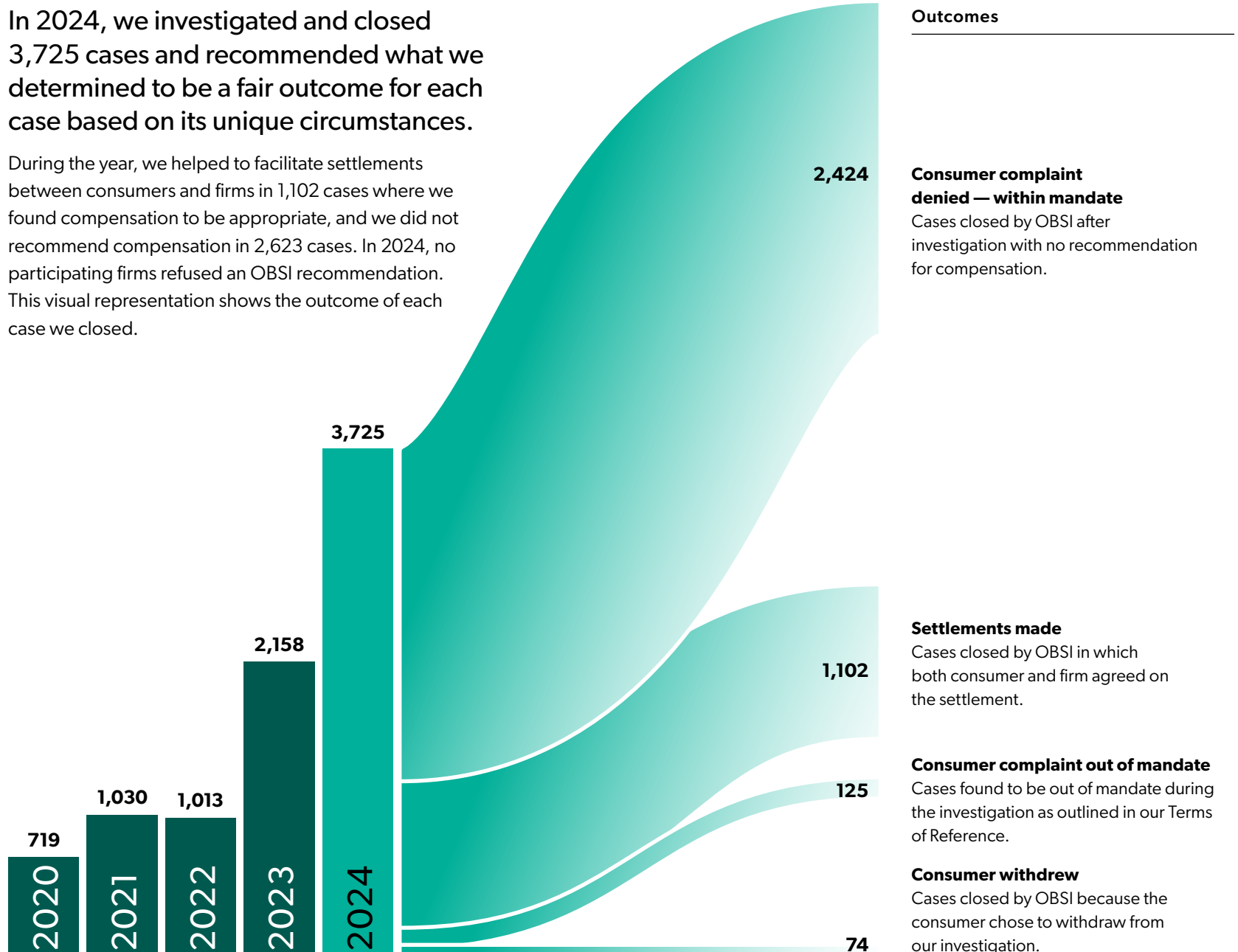
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Cases and outcomes

In 2024, we investigated and closed 3,725 cases and recommended what we determined to be a fair outcome for each case based on its unique circumstances.

During the year, we helped to facilitate settlements between consumers and firms in 1,102 cases where we found compensation to be appropriate, and we did not recommend compensation in 2,623 cases. In 2024, no participating firms refused an OBSI recommendation. This visual representation shows the outcome of each case we closed.



Outcomes

Consumer complaint denied — within mandate

Cases closed by OBSI after investigation with no recommendation for compensation.

Settlements made

Cases closed by OBSI in which both consumer and firm agreed on the settlement.

Consumer complaint out of mandate

Cases found to be out of mandate during the investigation as outlined in our Terms of Reference.

Consumer withdrew

Cases closed by OBSI because the consumer chose to withdraw from our investigation.



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Low settlements at OBSI

OBSI’s recommendations are not binding, meaning that firms do not have to follow them.

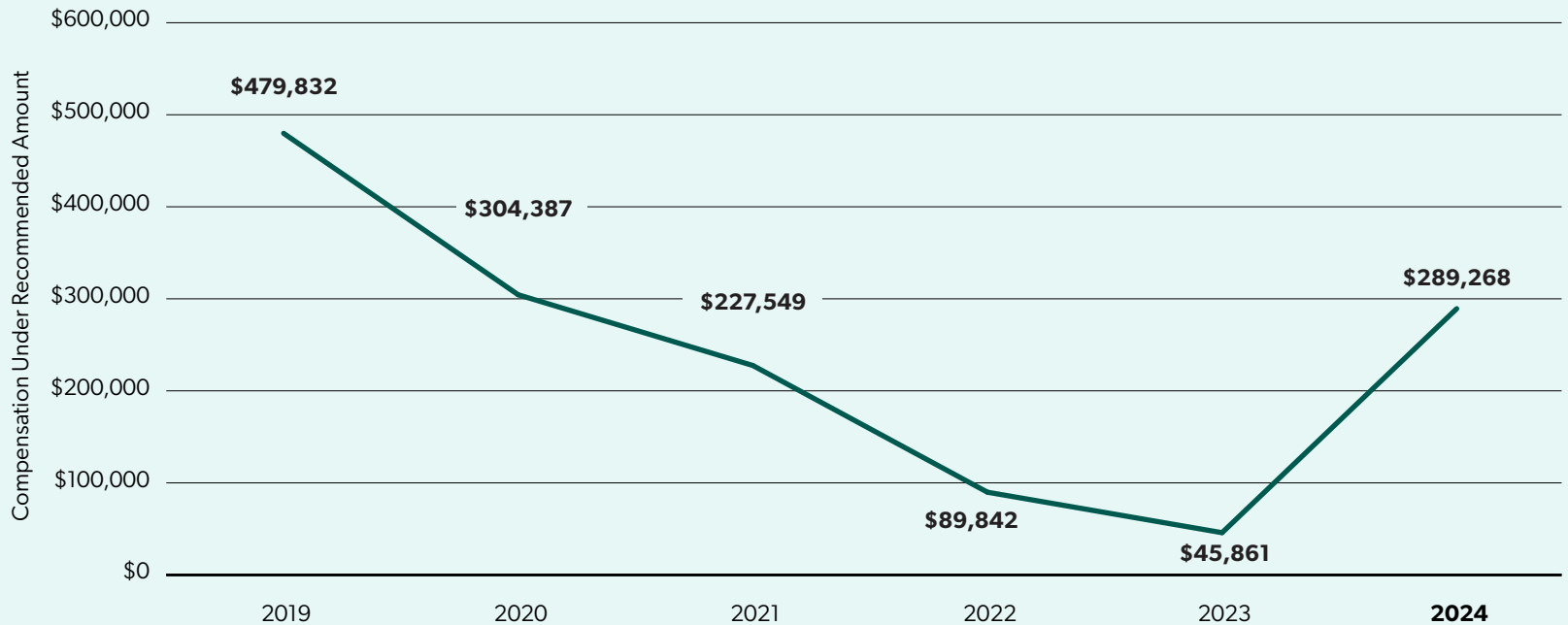
Over many years, we have seen that this can lead to firms offering less than what we recommend as fair in all the circumstances of the case, and consumers accepting these offers because they have no other options. This issue has been noted by many independent reviewers, consumer advocacy groups, and the Canadian Securities Administrators.

We review our recommendation and settlement data every year to understand why low settlements happen. While most OBSI recommendations lead to firms offering amounts equal to or more than we have recommended, this is most common in banking cases and where we have recommended compensation under \$10,000. In general, low settlements are more common in investment cases with larger recommended amounts.

In the period from 2019 to 2023, there were no banking cases with settlements below the

amount we recommended, however there were 33 investment cases with settlements below our recommended amount. In total, these 33 consumers received \$1,147,470 less than we recommended. We observed that low settlements are more likely as the value of our recommendations increases. While almost no consumers with recommendations under \$10,000 experienced a low settlement, in investment cases with recommendations of over \$100,000, 50% of consumers settled for less than we recommended, and on average these consumers received 44% less than we recommended.

Compensation under recommended amount 2019 to 2024



Note: Includes refusals



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Investment cases settled below recommendation 2019 to 2024

Recommendation amount	Number of cases	% of recommendation cases	Total settlement amounts	Total recommendation amounts	Difference
\$0	0	0%	\$ -	\$ -	\$ -
\$1 – \$1,000	0	0%	\$ -	\$ -	\$ -
\$1,001 – \$10,000	1	0%	\$ 3,500	\$ 8,696	\$ (5,196)
\$10,001 – \$25,000	8	10%	\$ 73,667	\$ 111,715	\$ (38,048)
\$25,001 – \$50,000	8	16%	\$ 152,769	\$ 287,341	\$ (134,572)
\$50,001 – \$100,000	12	34%	\$ 525,925	\$ 900,685	\$ (374,760)
\$100,000+	8	42%	\$ 1,056,456	\$ 1,940,619	\$ (884,162)
Total	37	-	\$ 1,812,317	\$ 3,249,056	\$ (1,436,738)

Note: Includes refusals





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In 2024, four banking cases settled for amounts lower than we recommended, each involving recommendations of less than \$6,000. The total settlement amounts were \$2,400 less than we recommended.

We were pleased to see fewer low settlements in investment cases in 2024. During the year, only two cases had settlements lower than our recommended amount. Both cases involved recommendations for compensation of over \$100,000, and the total final settlement amount for these two cases was \$289,268 less than what we recommended.

OBSI remains committed to advocating for fair redress for consumers and encourages firms to accept our recommendations in all cases. At the same time, we continue to work with securities regulators to establish a framework for OBSI's decisions to be binding on firms.



Case study #1

Mr. and Ms. S were a married couple in their late 70s. They had assets of approximately \$3 million from retirement savings and a family inheritance. They relied on their investment advisor's recommendations and had communicated to him their concerns about risk and their interest in preserving capital. They agreed with their advisor that 80% of their investments would be in low-risk fixed income investments and 20% in equities. When Mr. and Ms. S suffered a financial loss of more than \$1.7 million, they were surprised and they complained to the firm that they had been unsuitably invested.

We investigated their concerns and found that they had been unsuitably invested in high-risk funds and exempt market products. Their advisor had recommended these investments as secure and offering high returns.

We concluded that Mr. and Ms. S's investments were unsuitable based on their age and investment goals, and we found that the investments had been misrepresented as secure and low risk. We compared their actual investment returns to the returns they would have experienced in a suitable portfolio, and we recommended compensation for \$445,452 across their separate accounts. The firm did not agree with our recommendation because they said the consumers accepted the risk and did not object to the investments. The firm offered \$241,720, which Mr. and Ms. S accepted.

Case study #2

Ms. G was a self-employed woman in her late 50s who handled her aging mother's finances through a power of attorney. At the time that Ms. G and her mother opened their accounts with an investment advisor at Firm A, they both invested their retirement savings and drew a limited income. Their know-your-client (KYC) forms indicated that they wanted financial security during retirement and prioritized capital preservation and income generation with minimal risk. Following a financial loss of over \$200,000 (nearly all their retirement savings), Ms. G complained to the firm that she and her mother had been unsuitably invested.

Our investigation found that their original KYC information had been accurate but had later been changed by their advisor, though neither clients' situation had changed, and they were not consulted on these changes. We also found that the advisor provided unsuitable investment recommendations and traded in their accounts without authorization. This led to Ms. G and her mother being invested in unsuitable, high-risk portfolios that did not match their risk tolerance and investment objectives.

We compared their actual investment losses to the performance that they would have experienced had they been suitably invested. Based on our findings, we recommended compensation \$175,536. The firm did not agree with our recommendation and offered Ms. G and her mother \$90,000. They accepted the firm's offer.



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Systemic issues: Sharing information to build a better financial services system

OBSI is uniquely positioned to identify trends and issues affecting multiple consumers in the financial services sector.

When OBSI investigations or data reveal issues that could impact those who have not lodged complaints (referred to as 'systemic issues'), we are required to report them to regulators for further investigation. Our obligations include:

- **Banking:** Any banking issue that may impact multiple customers or have market-wide implications must be reported to the Financial Consumer Agency of Canada in accordance with the Bank Act.
- **Investments:** Any issues that appear likely to have significant regulatory implications, including those that may affect multiple clients of one or more registered firms must be reported to the Canadian Securities Administrators in accordance with our Memorandum of Understanding.
- **Credit Unions:** Any issues that appear likely to have significant regulatory or systemic implications in accordance with our Memorandum of Understanding with Credit Union Deposit Guarantee Corporation (Saskatchewan), the Registrar of Credit Unions of Saskatchewan, and the BC Financial Services Authority.

In addition to these specific, case-related reports, we provide ongoing detailed trend data on case issues, products and outcomes to regulators to facilitate discussions with them on the trends we are observing.

We also engage in an open dialogue with regulators and industry participants on emerging issues we identify in our case-handling process.

These channels are an important forum for information exchange between OBSI and financial sector policy makers. In addition, broader systemic issues that we observe frequently inform our public communications such as our consumer and firm bulletins, approaches and case studies.

System-wide topics discussed with regulators at regular meetings in 2024

- Detailed aggregate data including:
 - Products, issues and outcomes details and trends
 - Specific (anonymized) case outcomes and summaries
 - Additional information relating to cases involving low settlements
- Cryptocurrency fraud cases
- Banking fraud cases
- OBSI's completed and planned responses to the 2021 external reviews

- Information relevant to the effective transition to the single ECB framework for Canadian banks
- CSA work towards development of a binding authority framework
- Claims management company activity in Canada
- Investment fund risk rating practices
- Loss calculation methodology consultation

We reported two specific systemic issues to regulators in 2024

Banking

We reported cases involving fraud, particularly e-transfer fraud and other digital fraud were impacting an unprecedented number of Canadian consumers and were being escalated to OBSI at dramatically increased rates.

Credit unions

We reported an issue related to the impact of a specific firm's account opening policies and procedures on a class of vulnerable consumers, and we identified a related potential gap in provincial legislation.



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OBSI's board plays a vital role in providing strategic oversight for the organization.

OBSI's board consists of 10 directors — seven Community Directors (three of whom are designated Consumer Interest Directors), who have not been part of industry for at least two years, and three Industry Directors.

Directors come from across Canada, bringing a diversity of skills and experience from both the public and private sectors, and are subject to term limits of eight years, highlighting the importance of board renewal at OBSI.

For more information about OBSI's governance, including board independence, attendance and director compensation, please visit the Governance section of our website at www.obsi.ca.





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Maureen Jensen

BSc, ICD.D
Board Chair¹

Ms. Jensen has been a leader in the investment industry and securities regulation for more than 20 years. She is the past Chair and Chief Executive Officer of the Ontario Securities Commission (OSC). Prior to her service in that role, Ms. Jensen was the OSC's Executive Director and Chief Administrative Officer. Ms. Jensen has also held senior roles at formerly the Investment Industry Regulatory Organization of Canada (IIROC), the Market Regulation Services Inc. and was director of Mining Services at the Toronto Stock Exchange.



Catherine Adams

MBA¹
(Term ended 2024 AGM)

Ms. Adams is a retired financial services executive with over 30 years' experience in business strategy, product management, marketing, distribution, and finance. Her executive roles have been both domestic and international.



Mary Condon

BA, MA, LL.M, SJD
Consumer interest director¹
(Appointed in Q2)

Ms. Condon is a professor at Osgoode Hall Law School, specializing in Securities Regulation and Advanced Securities and Securities Law. She served as Dean and Interim Dean of the school from 2018 to 2023. She has served on the boards for the Capital Markets Authority Implementation Organization and the Ontario Securities Commission (OSC).



Rhonda Goldberg

Industry director¹
(Appointed Q3, 2019 – Resigned Q3, 2024)

Ms. Goldberg is the Executive Vice-President, General Counsel for IGM Financial Inc., responsible for overseeing the legal, compliance, corporate secretarial and regulatory affairs functions of Mackenzie Investments, IG Wealth Management and Investment Planning Counsel. Ms. Goldberg has an in-depth knowledge of the legal and regulatory environment and financial services industry with over 20 years of legal experience, including at the Ontario Securities Commission where she was Director, Investment Funds and Structured Products, from 2010 to 2015.

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¹ Governance and Human Resources Committee member

² Finance and Audit Committee member



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Carmela Haines

CPA, CA, ICD.D
Chair, Finance and Audit Committee
(Term ended 2024 AGM)

Ms. Haines is the Chief Executive Officer with Access Communications Co-operative Limited and is the vice chair of the Canadian Communications Systems Alliance board of directors. She has served as a chair of the board and audit committee for the Regina & District Food Bank. She has also served as council member and audit committee chair for the Institute of Chartered Accountants of Saskatchewan.



Jill Hugessen

BA, BCL/LL.B, ICD.D
Community director
Chair, Governance and Human Resources Committee

Ms. Hugessen is founder and principal of Hugessen Coaching, a coaching and consulting service for business executives and lawyers. She has been a member of the Barreau du Québec since 1986. Prior to establishing herself as an independent executive coach in 2011, Ms. Hugessen practiced corporate law.



Suresh Krishnasamy

MBA, MSc, BSc
Industry director
Chair, Finance and Audit Committee

Mr. Krishnasamy is the Chief Operating Officer, North American Personal and Business Banking for BMO Financial Group. Mr. Krishnasamy joined BMO in 2006 from McKinsey and Company. He has since held executive leadership roles in strategy, finance, and operating groups.



Bonnie Lysyk

MBA, FCPA, FCA, LPA, ICD.D
Community director²
(Appointed in Q2 and resigned in Q4)

Bonnie Lysyk became the 13th Auditor General of Ontario on September 3, 2013, after having previously served as Provincial Auditor of Saskatchewan, and Deputy Auditor General and Chief Operating Officer of Manitoba. She completed her 10-year term as Auditor General of Ontario on September 3, 2023. Bonnie also has significant experience working in senior roles in the energy, insurance, and pension sectors, and has served on financial sector, professional, and not-for-profit boards.

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¹ Governance and Human Resources Committee member

² Finance and Audit Committee member



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Bharat Mahajan

CPA, CA²
(Term ended 2024 AGM)

Mr. Mahajan serves as Vice-President, Finance Shared Services for Parkland Corporation. Previously, his distinguished career included serving as Chief Financial Officer of various multi-national corporations.



Wanda Morris

CPA
Consumer interest director²
(Appointed Q4, 2020 – Resigned Q4, 2024)

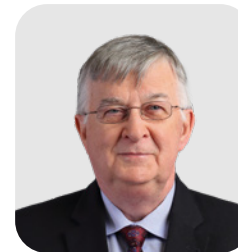
Ms. Morris is a financial and consumer advocate. As the former Chief Advocacy and Engagement Officer for CARP and CEO of Dying with Dignity Canada, she led public advocacy campaigns on a number of issues including investor protections, pension security, medical aid in dying, and safety in long-term care. She is on the board of FAIR Canada.



Sarah Shody

Industry director²
(Appointed in Q2)

Ms. Shody is Vice President, Compliance Officer Legal & Compliance at the August Group. Prior to this, she held roles at RBC, HSBC Canada and Bank of Montreal as well as practiced litigation at Canada's top Bay Street law firms. Ms. Shody is also an Industry Member of the Hearing Committee of the Canadian Investment Regulatory Organization.



Ronald Smith

FCCA, FCA, ICD.D
Community director¹

Mr. Smith has been a Director and Chair of the Audit Committee of PROREIT since 2013. He has served on numerous private sector and not-for-profit boards and audit committees over the past 30 years. He was Senior Vice President and CFO of Emera Inc., a publicly traded energy company, and brings significant experience from the fields of finance, human resources and management consulting.



Michael Thom

CFA
Consumer interest director²
(Appointed in Q2)

Mr. Thom is the Managing Director for CFA Societies Canada. He joined CFA Societies Canada following many years of leadership in capital markets and investment management. He holds an undergraduate degree from the University of British Columbia and is both a CFA charterholder and CAIA charterholder.

¹ Governance and Human Resources Committee member

² Finance and Audit Committee member



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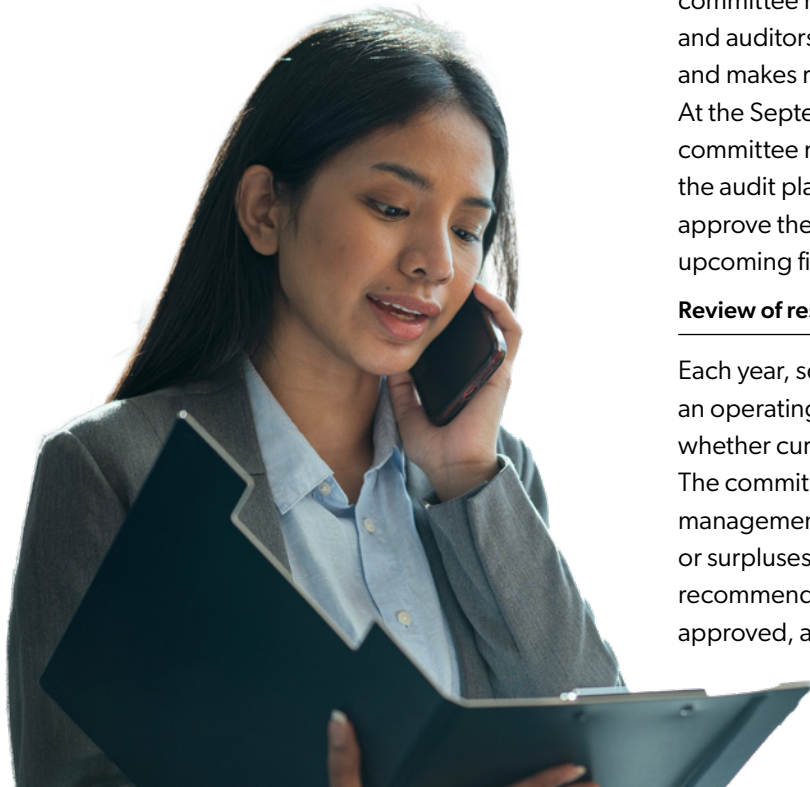
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Board committees

Finance and Audit Committee

The Finance and Audit Committee provides oversight of financial reporting and control activities for the board. The committee also oversees OBSI’s defined contribution pension plan, receives the report of the external auditor and ensures OBSI’s compliance with its legal, regulatory and contractual obligations.



2024 Activities Included:

Review of financial statements

Every quarter, the committee reviews the unaudited quarterly statements of revenue, expenses and balance sheet prepared by senior management. The committee members discuss the financial statements and any variances from budget with senior management at the quarterly committee meetings. When the audited financial statements are prepared after year end, the committee meets with senior management and auditors to review the financial statements and makes recommendations to the board. At the September meeting each year, the committee meets with the auditor to review the audit plan approach, ask questions and approve the auditor and audit fees for the upcoming fiscal year.

Review of reserve fund

Each year, senior management completes an operating reserve fund analysis outlining whether current targets remain appropriate. The committee reviews the analysis with senior management and plans for possible shortfalls or surpluses are discussed. The committee recommended, and the board subsequently approved, an increase in the operating reserve

fund target to \$10 million or 50% of the organization’s most recent approved operating capital budget, to reflect organizational growth and budgetary requirements. The committee also recommended an increase in fees between 2025 and 2027 to reach the increased fund target over a three-year period.

Review of 2025 budget

At the September committee meeting each year, the committee members review the budget proposed by senior management, ask questions and provide their input and make recommendations to the board. OBSI’s 2025 budget reflects the recent organizational growth necessary to serve as the single ECB for all Canadian banks.

Pension governance

The committee also oversees OBSI’s defined benefit pension plan, defined contribution pension plan, and post-retirement medical plan. The committee reviewed the pension plan’s structure, staff participation, information on member communication and plan education.



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Governance and Human Resources Committee

The Governance and Human Resources Committee assists the board on matters of corporate governance, policy development and oversight, annual performance review of the CEO, and senior management succession planning.

2024 Activities Included:

Policy review

Every quarter, the committee reviews a range of policies and matters. Some examples this year included: Privacy Policy Certification and Report, Whistleblower Policy, Directors' Terms, the Director Code of Conduct, Committee Mandate, Board Governance Evaluation Policy, OBSI Code of Practice, OBSI Fairness Statement, and the Board Skills and Expertise Matrix.

Nominations committee for new board members

The nominations subcommittee successfully completed its director recruitment process and identified four director candidates to fill vacancies that occurred in early 2024 as multiple directors reached their term limits. In Q3, the subcommittee also initiated a new search process to fill vacancies that were expected later in the year, and subsequently identified three new candidates to be nominated at the 2025 AGM.





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OBSI's budget

OBSI is a not-for-profit organization. We operate on a cost-recovery basis. Our board approves an annual operating plan and budget each September. Each quarter, management meets with the board and the Finance and Audit Committee to monitor the financial performance of the organization.

Managing operations

OBSI's budgets over the past three years reflect substantial year-over-year increases, almost entirely related to increasing personnel costs which are necessary to appropriately respond to the record-high case volumes that the organization is experiencing as more Canadians than ever are reaching out to us for assistance. Our 2024 and 2025 budget increases reflect the significant team growth necessary to deal with not only high case volumes but preparation for becoming the single external complaints body for federally regulated banks at the beginning of fiscal 2025.

Reasonable and equitable fees

Our membership fees are based on the principle that no sector or registrant category should subsidize another.

OBSI's budget is allocated among five industry sectors and is based on each sector's proportionate use of our service, as determined by the total number and complexity of the cases opened for each sector in the previously completed year.

Once the budget has been allocated to each sector, fees for each firm in the sector are determined. This determination is made based on firm size and case volumes.

Year ended October 31	2025 Budgeted	2024 Audited	2023 Audited
Revenues			
Participating firm fee	\$ 23,720,963	\$ 17,631,625	\$ 11,835,465
Interest income	350,000	405,571	399,603
	\$ 24,070,963	\$ 18,037,195	\$ 12,235,068
Expenditures			
Personnel	\$ 17,956,365	\$ 15,380,840	\$ 10,201,820
Rent and operating costs	825,879	674,677	582,624
Information technology and support	1,338,550	1,112,628	735,332
Governance	696,960	434,073	534,681
Corporate administration	226,031	253,750	241,119
Marketing and membership	157,696	158,420	159,971
Legal fees	55,000	24,140	36,141
Insurance	101,226	91,844	91,119
Supplies and services	132,000	97,846	95,846
Consulting fees	50,000	34,296	67,744
Audit fees	29,389	29,785	29,394
External review consultation & expenses	0	0	0
Loss on disposal of equipment and leasehold improvements	0	0	26,542
Amortization	501,867	389,450	369,802
	\$ 22,070,963	\$ 18,681,747	\$ 13,172,133
(Deficiency) excess of revenue over expenses	\$ 2,000,000	\$ (644,551)	\$ (937,066)



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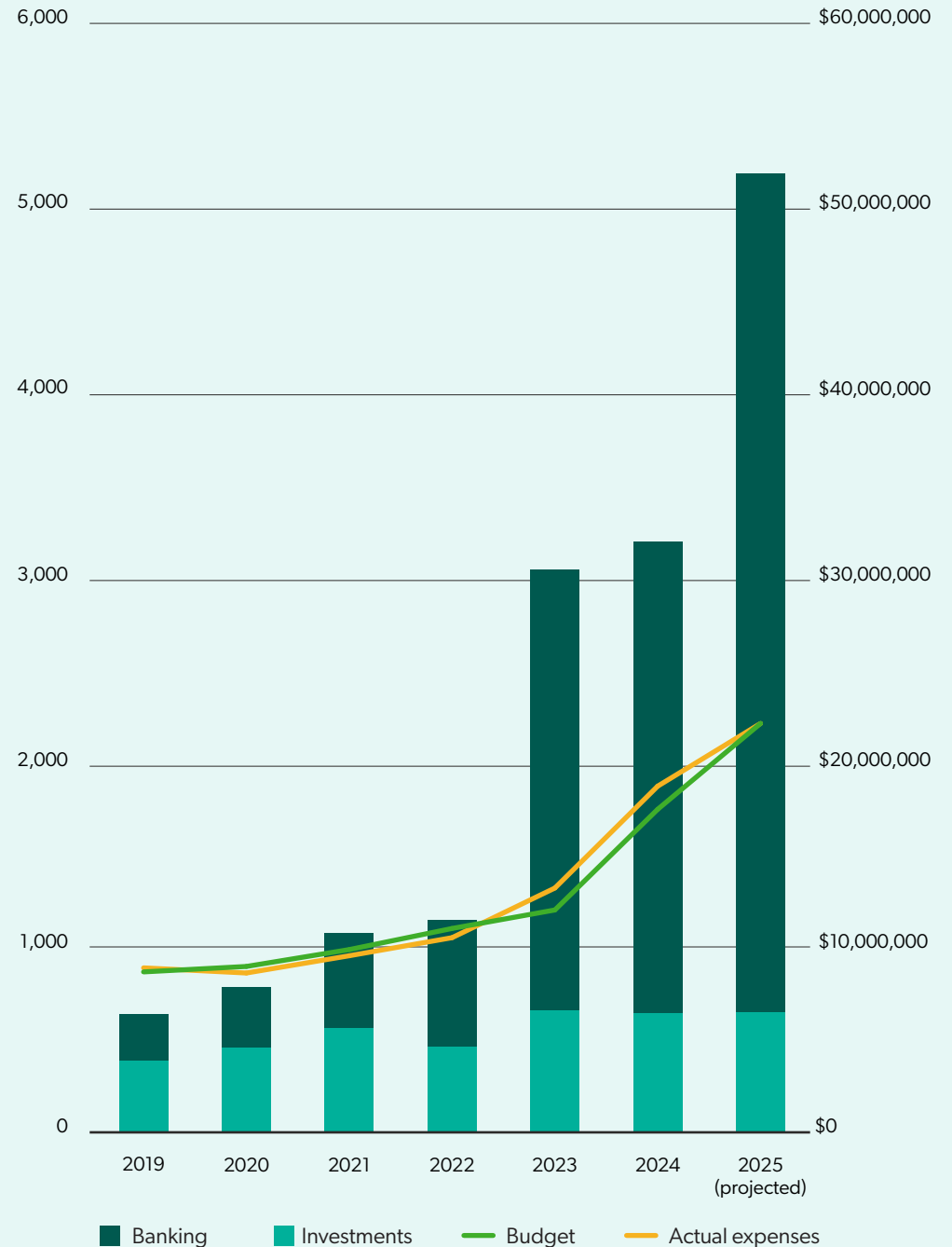
Financial highlights: Historical trend

This chart shows OBSI’s budget and actual expenses as well as the growth in consumer demand for our services from 2019 to 2024, and a look forward to 2025.

From 2022 to 2025, consumer demand for our services has increased over 350%, while our budget has increased by approximately 100%, illustrating the significant economies of scale and scope in our operations and our commitment to efficiency.

OBSI’s budget is set at a level required to recover the estimated cost of providing services in the coming year. A key factor that determines our needs is expected consumer demand (essentially the volume of case inquiries and case investigations), and the estimated resources required to meet that demand in the coming year.

OBSI case volume and budget 2019–2025



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