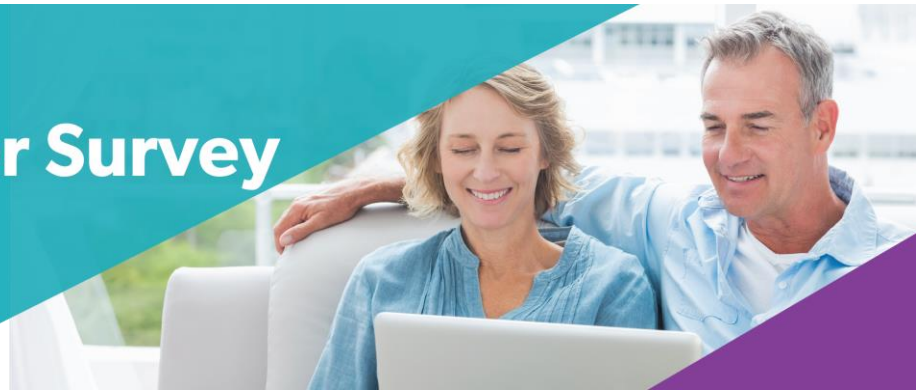


2019 Consumer Survey Results



OBSI consumer survey results

At OBSI, we are committed to continuously improving our services. The feedback we get from those we serve is important to help us focus our quality improvement initiatives. We send surveys to all consumers who have had a complaint investigated by us. Surveys are sent to consumers approximately 30 days after an investigation is closed.

We want to express our sincere thanks all those who participated in our 2019 surveys for sharing their feedback.

There were more than 225 responses to the consumer survey, representing about 35% of cases closed during the year.

Banking consumers completed 83 surveys for a 32% response rate, while investment consumers completed 142 surveys for a 37% response rate. In terms of overall cases closed, 38% of survey respondents had a bank complaint and 62% had an investment complaint, which is roughly proportional to each sectors' share of total cases closed this year.

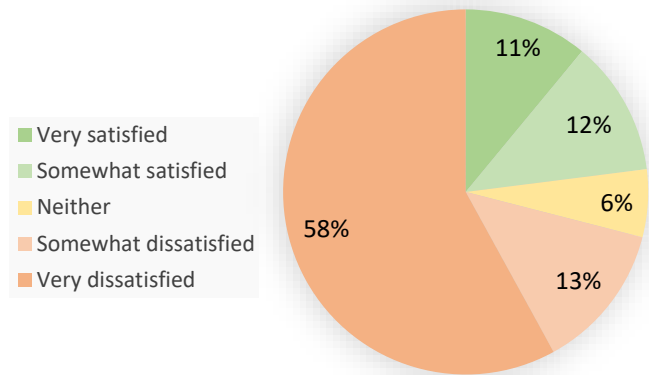
OBSI's consumer survey is one of the tools we are using to continuously improve our service. An overview of the results of this survey was included in our 2019 annual report. In this document, we present the responses to each of the questions in more detail, as well as some of the changes we are making to address the feedback we heard from consumers.

Overall satisfaction

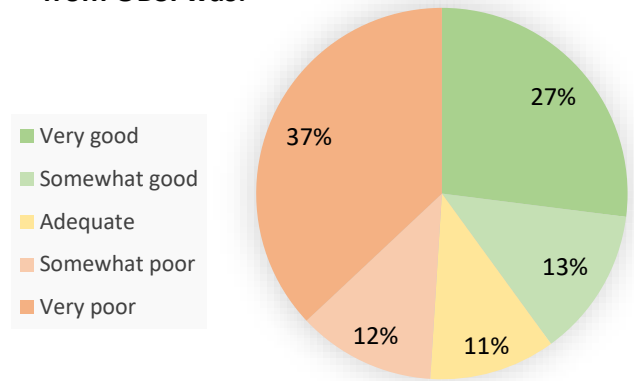
We find, perhaps unsurprisingly, that consumer observations regarding our overall service are strongly influenced by how satisfied consumers are with the outcome of their complaint, and satisfaction with outcome is highly correlated with whether we recommended compensation in a case.

In 2019, 23% of consumers indicated they were satisfied with the outcome of their case. At the same time, 40% rated the service as 'very good' or 'somewhat good'.

Were you satisfied with the outcome of your complaint?



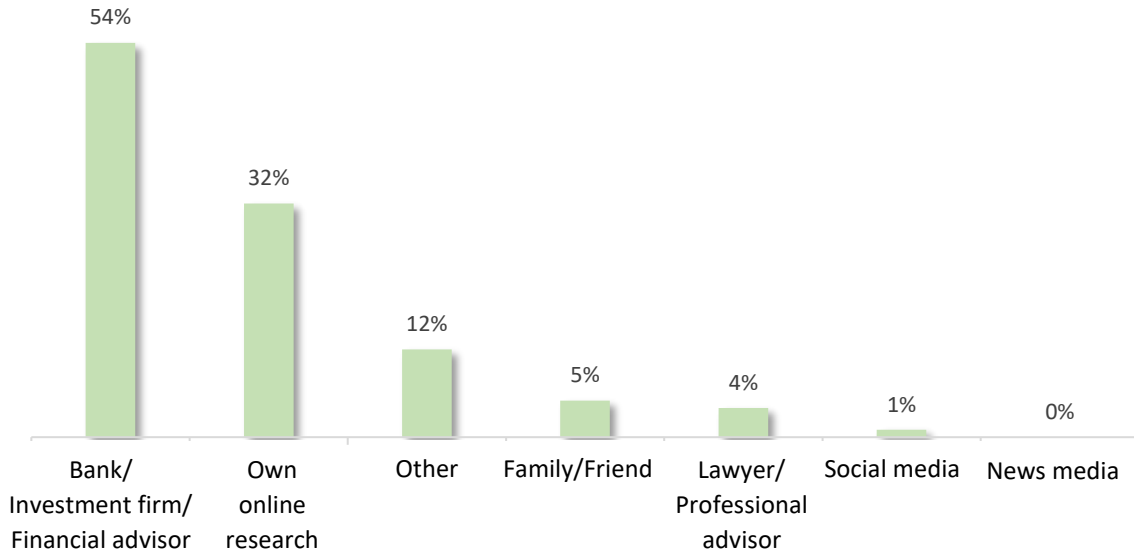
Overall, do you think the service from OBSI was:



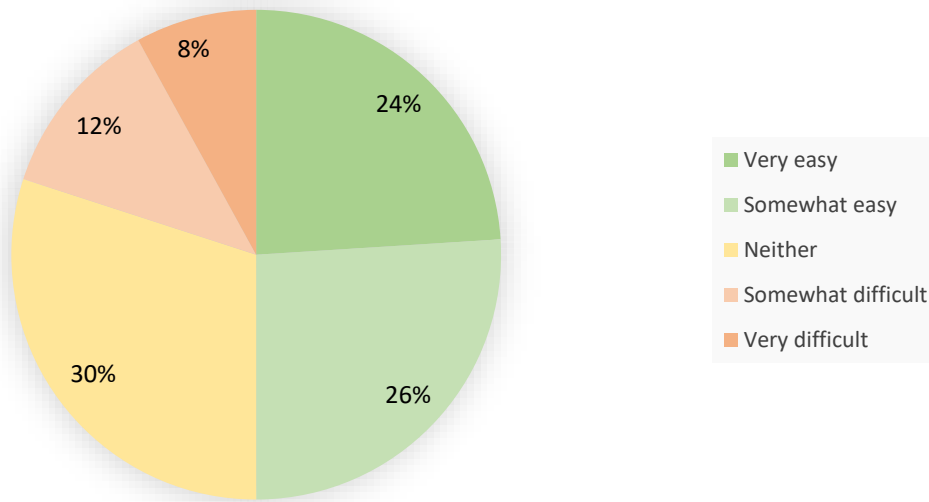
Finding out about OBSI

All participating firms have an obligation to inform consumers that they can take their complaint to OBSI after receiving a response from the firm or when 90 days have passed. We note that more than half of consumers find out about OBSI from their bank or firm, 32% from their own research. One in five consumers indicated they had some difficulty finding out about OBSI.

How did you find out about OBSI?



How easy was it to find out about OBSI and its services?



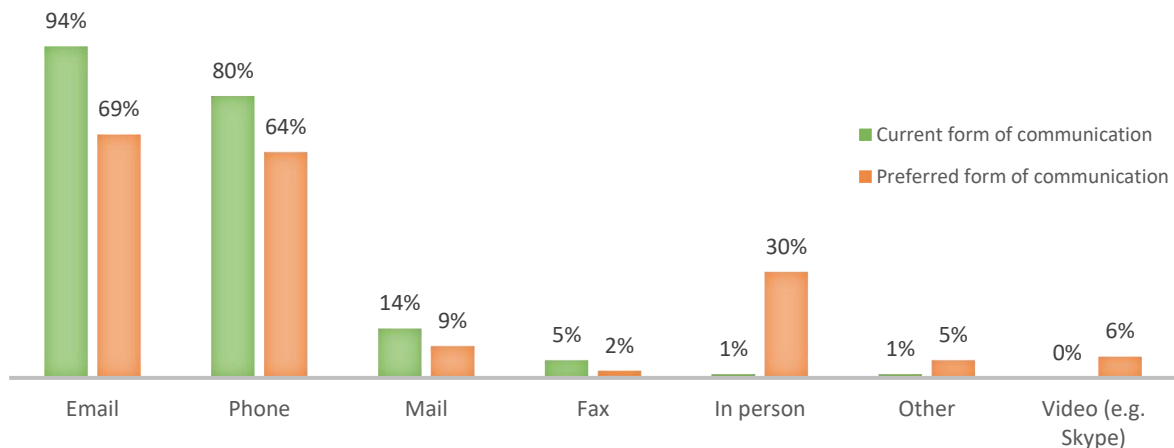
Communicating with us

The survey asked consumers both, “how did you communicate with OBSI staff?” and “how would you have preferred to communicate with OBSI staff?” and gave them the option to select more than one means of communicating. Most consumers rely on email and the phone to communicate with us, but 30% indicate a desire to meet in person.

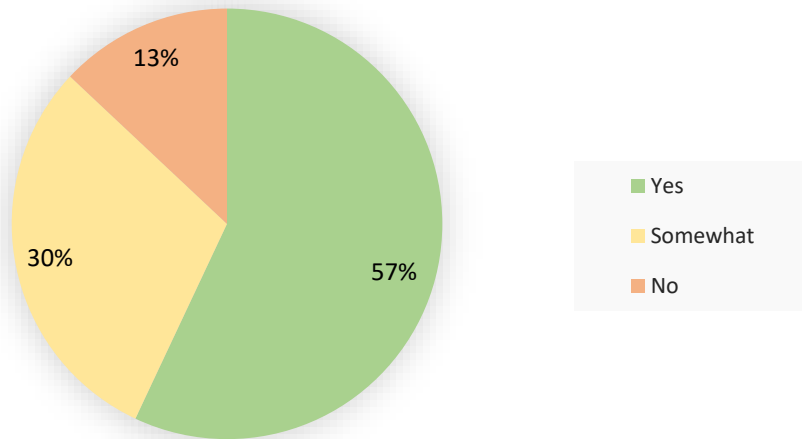
Almost all consumers said OBSI provided the information and help needed to understand the complaint process and the Terms of Reference.

How consumers communicated with OBSI and how they would have preferred to communicate with OBSI*

*Consumers could select more than one option



When you requested assistance with your complaint, did OBSI help you to understand the complaint process and/or its Terms of Reference?

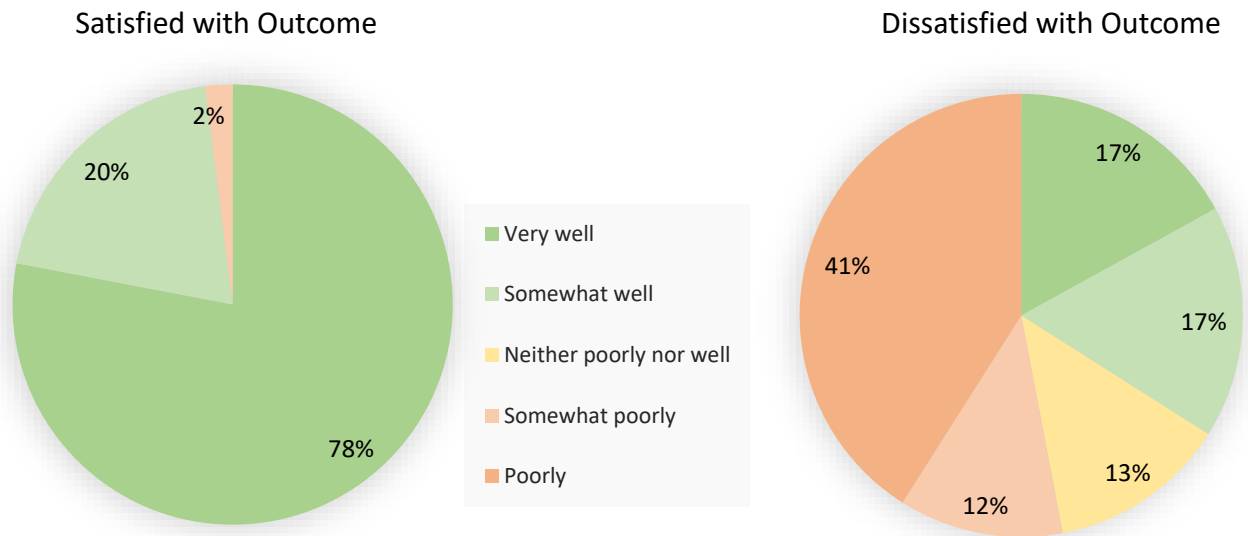


Questions about complaint intake and investigation

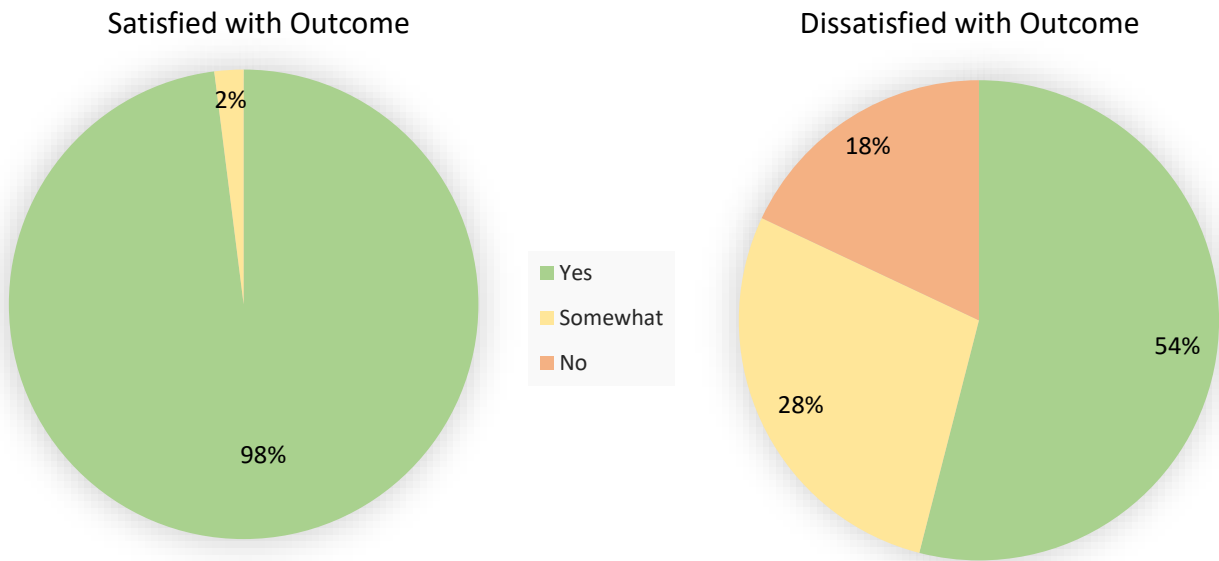
The questions and responses in this section are reported based on consumer satisfaction with the outcome of their case because of how strongly this influences how consumers feel about the service they have received.

Those satisfied with their case outcomes overwhelmingly reported that the OBSI staff understood their complaint and that they were treated with courtesy and professionalism. Most consumers said they were kept informed of the status of their complaint. Despite an improvement from last year, some felt they weren't.

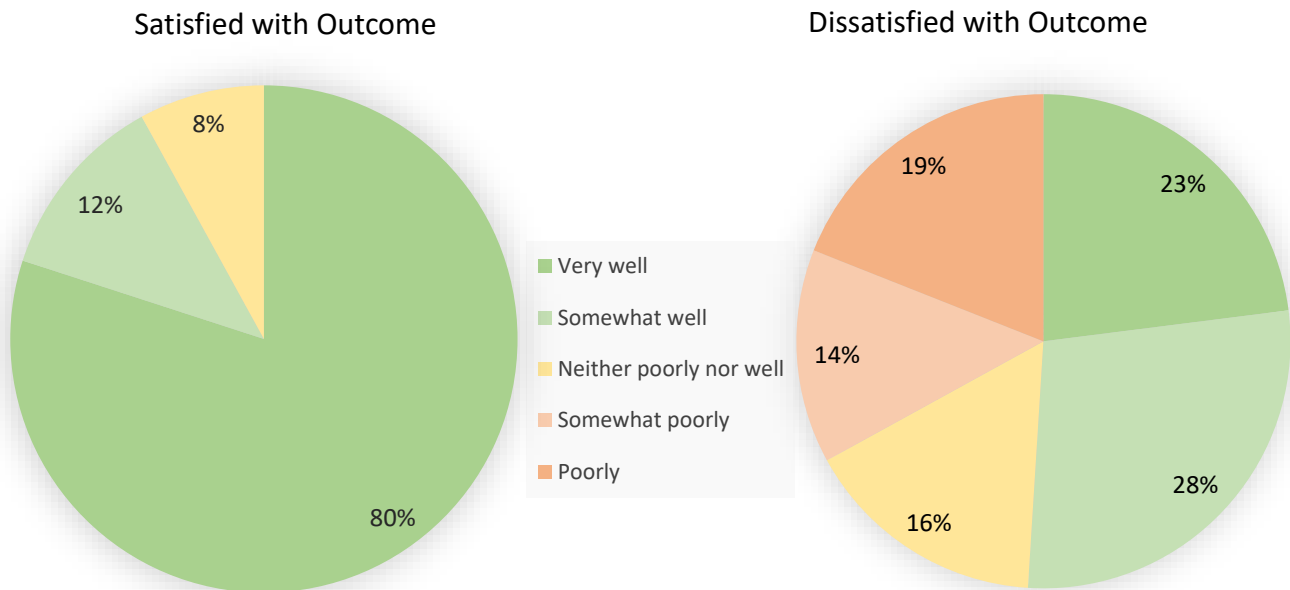
How well did OBSI staff understand your problem or complaint?



Were the OBSI staff you dealt with courteous and professional?

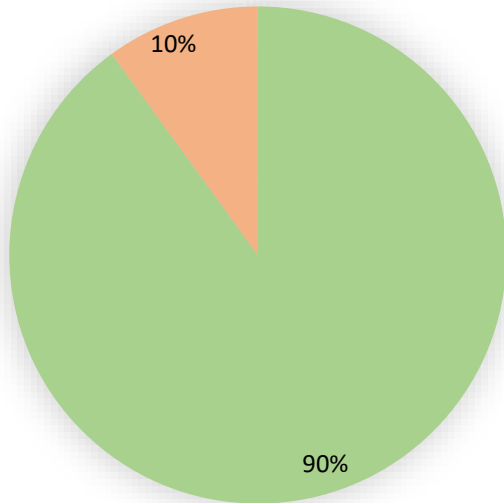


How well were you kept informed of the status of your complaint?

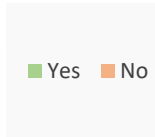
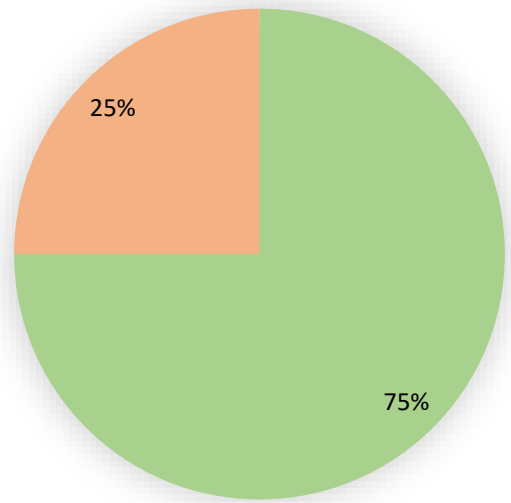


Did OBSI deal with your complaint promptly? (120/180 explanation included)

Satisfied with Outcome



Dissatisfied with Outcome

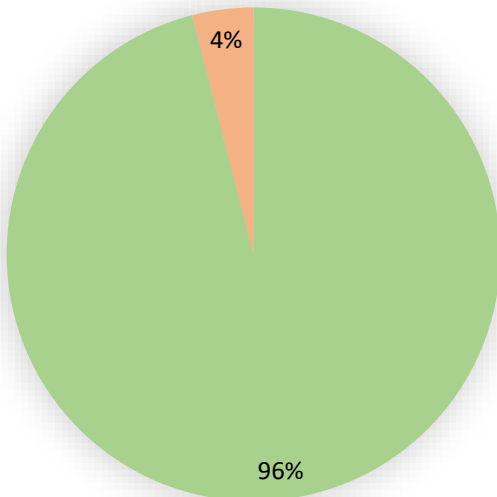


Questions about case conclusion

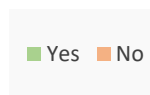
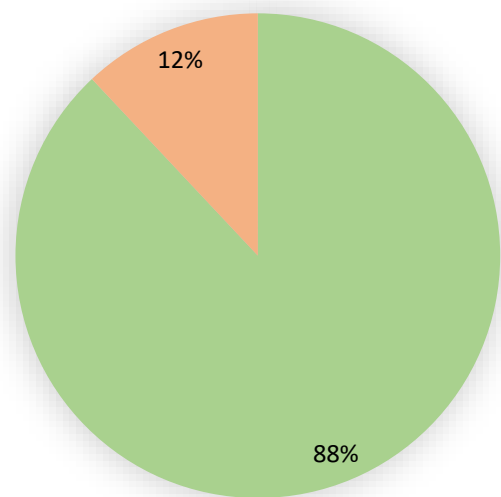
Most consumers reported being provided a written recommendation and that our final conclusions are clear. However, among those dissatisfied with their case outcomes, one-third felt the written conclusion was unclear.

Did OBSI provide you with a final written conclusion or recommendation?

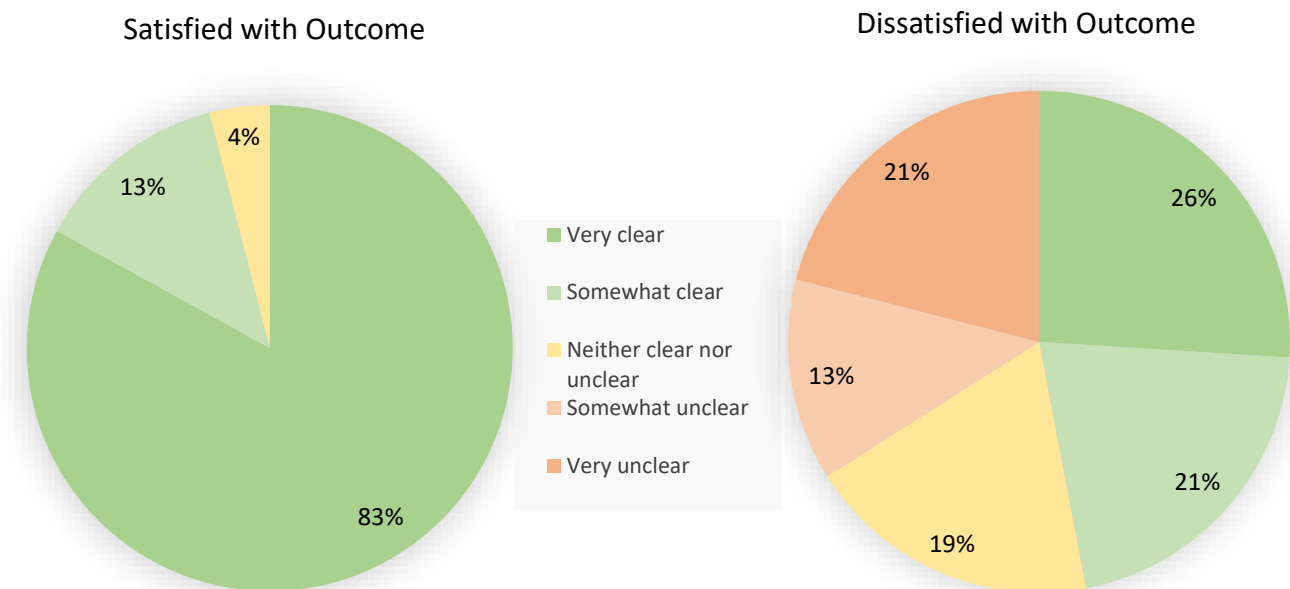
Satisfied with Outcome



Dissatisfied with Outcome



Was OBSI's final written conclusion or recommendation clear?



Next steps – continuing our focus on consumer communication

Providing excellent service to all consumers is a priority to OBSI. We want all consumers who come to us for help feel heard, know that they have been treated fairly, and feel that the outcome of the investigation has been clearly explained to them.

Based on the feedback we have received from consumers this year, we have noted areas where we can improve. It is important for us to provide consumers with information and services they consider helpful. We also want to do what we can to ensure that consumers feel that they are kept informed of the status of their complaint.

To address some of the key findings and concerns perceptions of dissatisfied consumers we will be:

- Introducing a short 'pulse' survey at separate points in the complaint process. We plan to use the pulse survey at the end of the intake phase and during the investigation phase, but prior to a decision being made about a case. This approach should help us to receive consumer feedback that may avoid the outcome bias inherent in the post complaint survey.
- Building on our mental health initiative by developing further internal guidance and training for our staff to ensure we can effectively serve consumers who are struggling with the complaint process.
- Continuing to look for ways to improve the complaint process to find quicker resolutions while maintaining our standards of fairness.

In the coming months, the new initiatives described above will be introduced. We appreciate the feedback provided by consumers, which is an important part of our process to continuously improve the quality of the service we provide.