

## Q1 case volumes remained historically high while inquiry volumes moderated

In Q1, inquiries remained at near historical highs, but declined 6% quarter over quarter and were down 4% year over year. Total cases opened reached a new eight-quarter high, increasing 12% quarter over quarter and 40% year over year. Banking cases also saw an eight-quarter high and were up 54% compared to the same quarter last year. Investment cases rose 6% in Q1 but were flat year over year.

Fraud cases continue to dominate banking complaints in Q1 remaining near all-time highs. E-transfers were the leading bank product for consumer complaints followed by credit cards. Mutual funds were the leading product concern for investors, with investment suitability as the most common investment issue overall during the quarter.

### Last eight-quarter statistics

In this report, we present preliminary data from Q1 2024 (November 1, 2023 to January 31, 2024) alongside data over the last eight quarters for historical context. All figures are preliminary and subject to change.

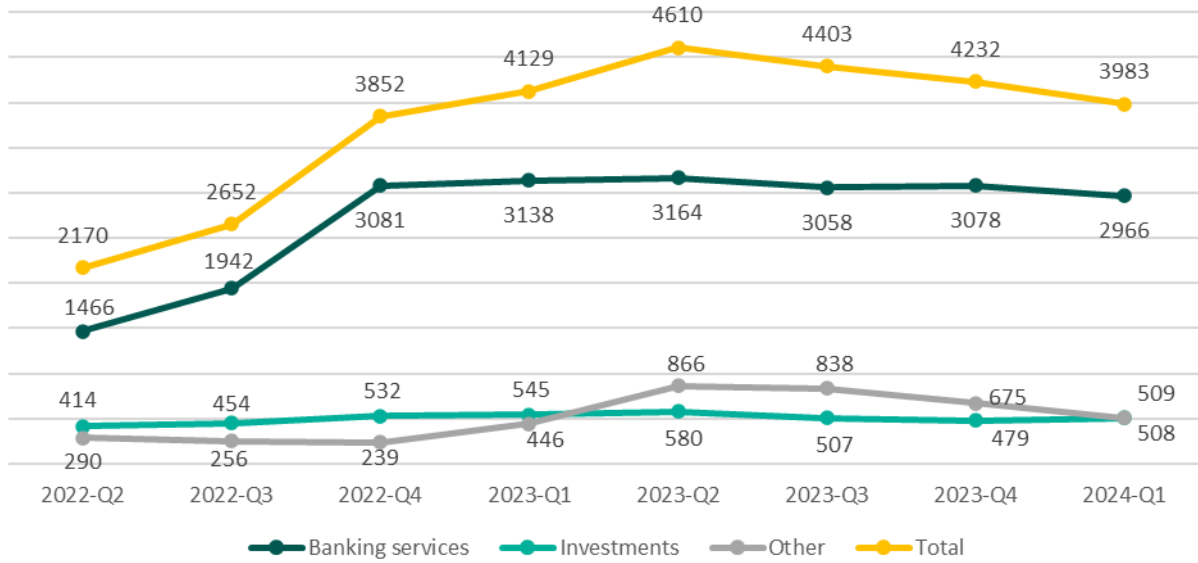
This report includes:

- Inquiries received by industry
- Inquiries received by investment sector
- Total cases opened
- Cases opened by investment sector
- Cases opened by region
- Top 5 banking products
- Top 5 banking issues
- Top 5 investment products
- Top 5 investment issues

### About OBSI inquiries

When consumers contact OBSI with a complaint or question about a financial services problem they are having, we record these interactions as inquiries. Assisting consumers with complaint inquiries is an important part of OBSI's work. In addition to helping people file a complaint with OBSI when it falls within our mandate, our intake staff are trained to provide information and assistance to consumers when we are not the appropriate place to help them. This often includes informing them of regulations which apply to their complaint, explaining what steps need to be taken to resolve their issue and directing them to the right contact within their firm or to the appropriate regulator. Inquiry volumes are a leading indicator of future case volumes.

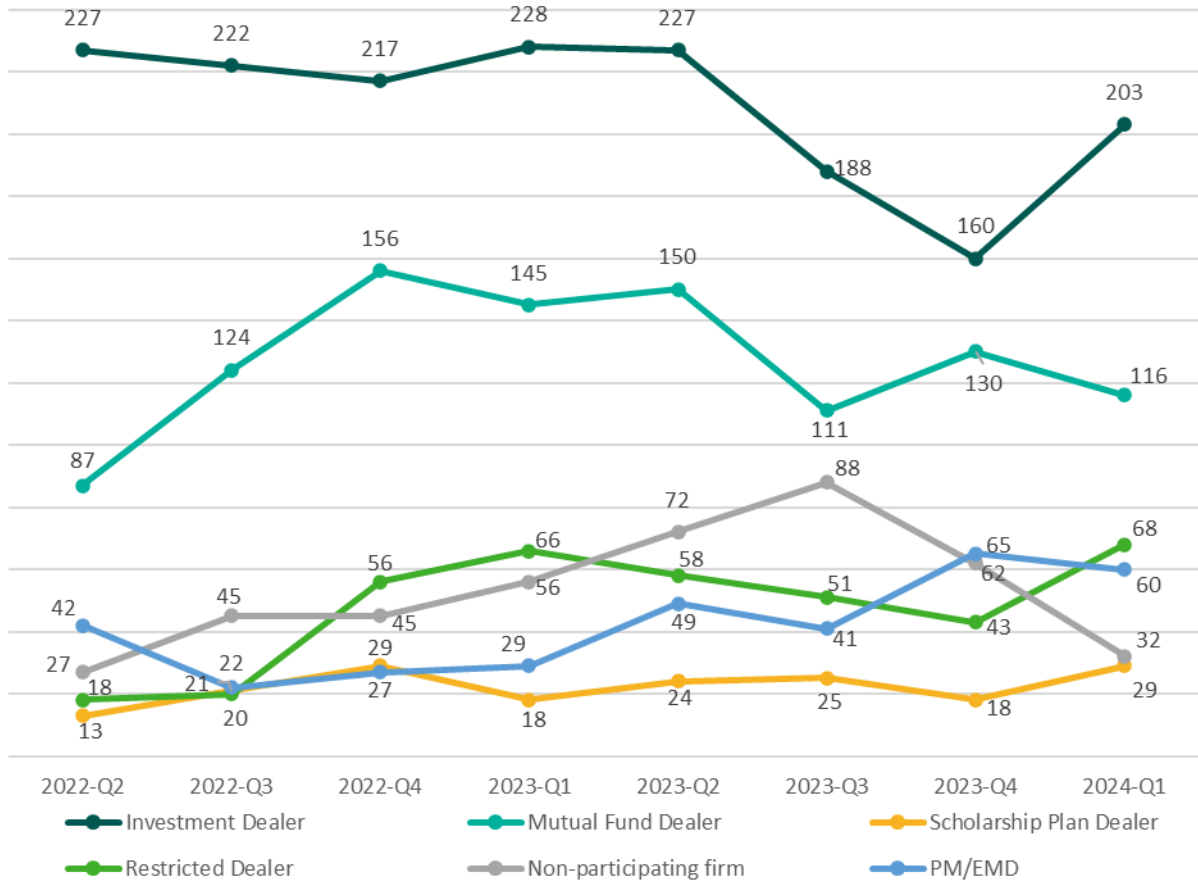
### Inquiries Received by Industry: Last 8 Quarters



In the first quarter of 2024, total consumer inquiries continued to trend downward from highs reached in Q2 2023.

- In Q1, we received 3,983 inquiries, down 6% quarter over quarter and down 4% year over year.
- **Banking-related** inquiries were down 4% and accounted for 74% of total inquiries for the quarter.
- **Investment-related** inquiries increased 6% quarter over quarter but were down 6% year over year.
- The **Other** category includes inquiries from the consumers of non-participating firms.

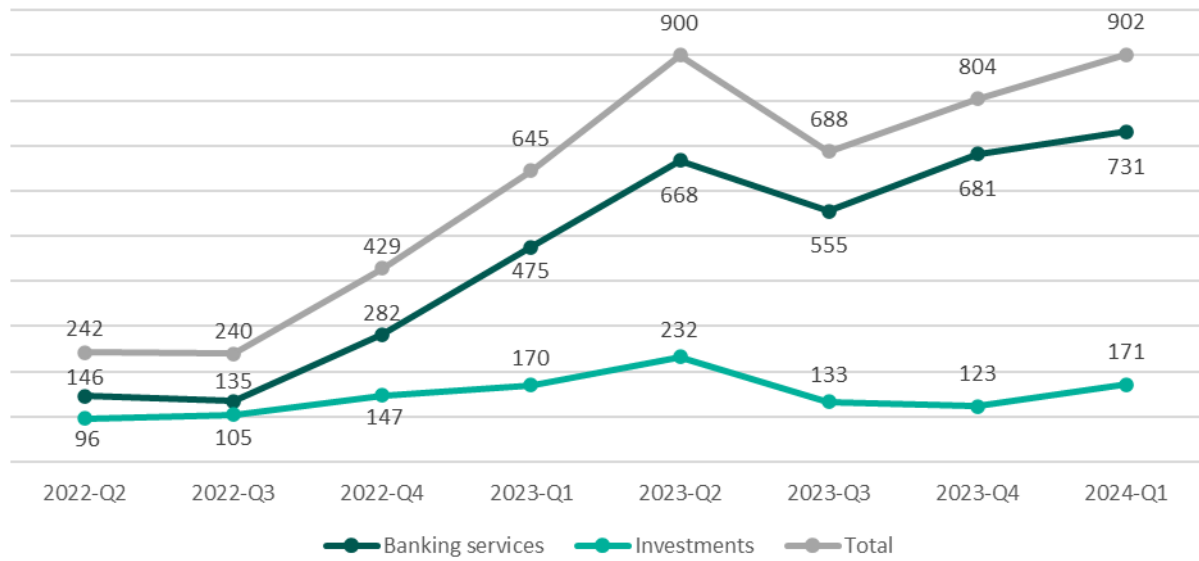
### Inquiries Received by Investment Sector: Last 8 Quarters



In Q1, investment-related inquiries increased 6% quarter over quarter but were down 6% year over year.

- **Investment dealer** inquiries were up 27% from the previous quarter and down 11% from the previous year.
- **Mutual dealer** inquiries decreased by 11% quarter over quarter and 20% year over year.
- **Restricted dealer** inquiries rose 58% quarter over quarter, representing an eight-quarter high and up slightly year over year.
- **Portfolio manager/exempt market dealer** inquiries were down slightly quarter over quarter but doubled in volume year over year.
- **Scholarship plan dealer** inquiries were up 61% both quarter over quarter and year over year.
- Inquiries from **non-participating firms (NPFs)** fell by nearly half (48%) quarter over quarter. In comparison to the previous year, levels were down 43%. **NPF** inquiries relate to investment firms that are not subject to provincial securities regulations requiring them to provide access to OBSI services.

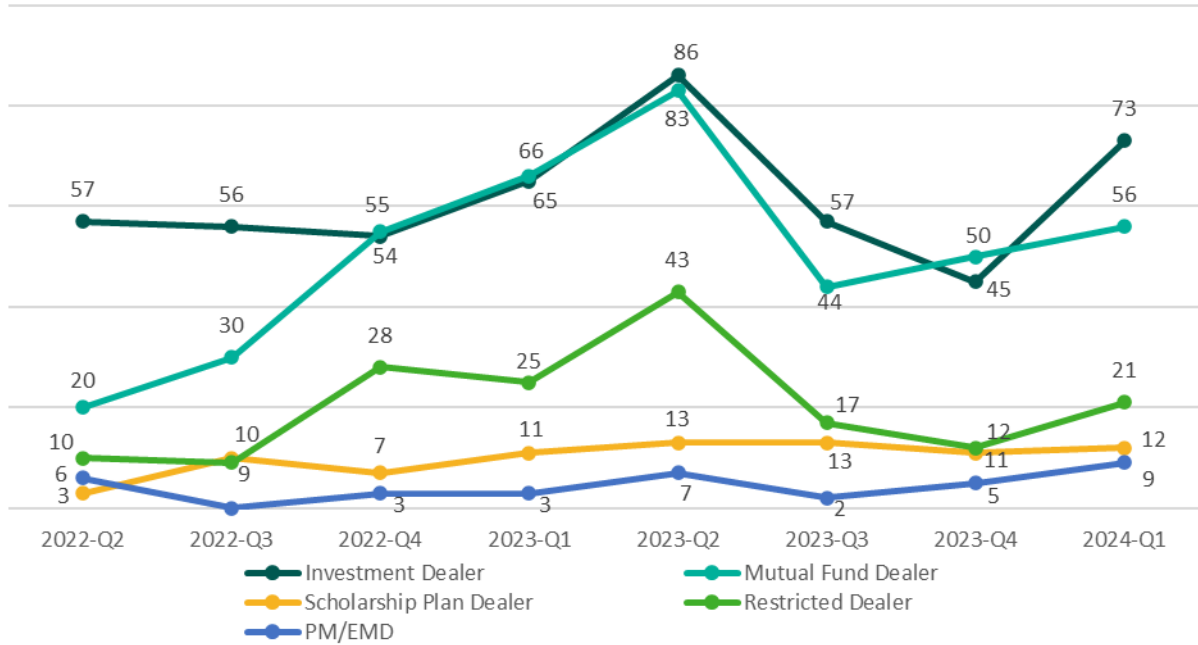
### Total Cases Opened: Last 8 Quarters



In Q1, total cases opened reached an eight-quarter high.

- **Total** cases opened increased 12% quarter over quarter and 40% year over year.
- **Banking** cases opened were up 7% quarter over quarter, reaching an all-time high, and were up 54% year over year.
- **Investment** cases opened rose 39% quarter over quarter and were flat year over year.

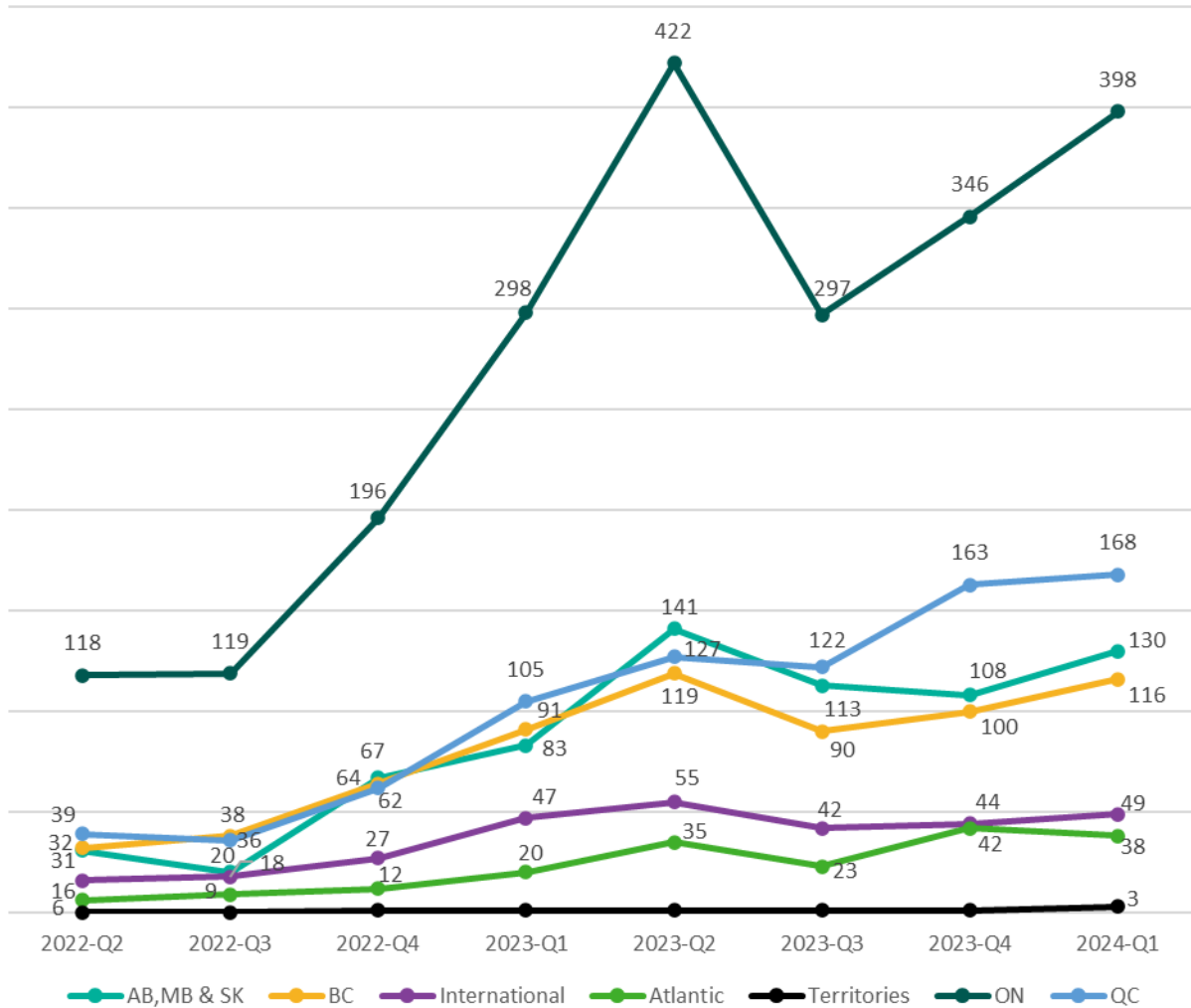
### Cases Opened by Investment Sector: Last 8 Quarters



In the first quarter of 2024, total investment cases opened rose 39% quarter over quarter and were flat year over year.

- **Investment dealer** cases increased 62% quarter over quarter, reversing a downward trend from the Q2 2023 high, and were up 11% year over year.
- **Mutual fund dealer** cases increased by 12% from Q4 2023 but declined 15% year over year.
- **Restricted dealer** cases increased 75% quarter over quarter and declined 16% year over year.
- **Scholarship plan dealer** cases were flat quarter over quarter and year over year.
- **Portfolio manager/exempt market dealer** cases remained at low levels but nearly doubled quarter over quarter and tripled year over year.

### Cases Opened by Region: Last 8 Quarters

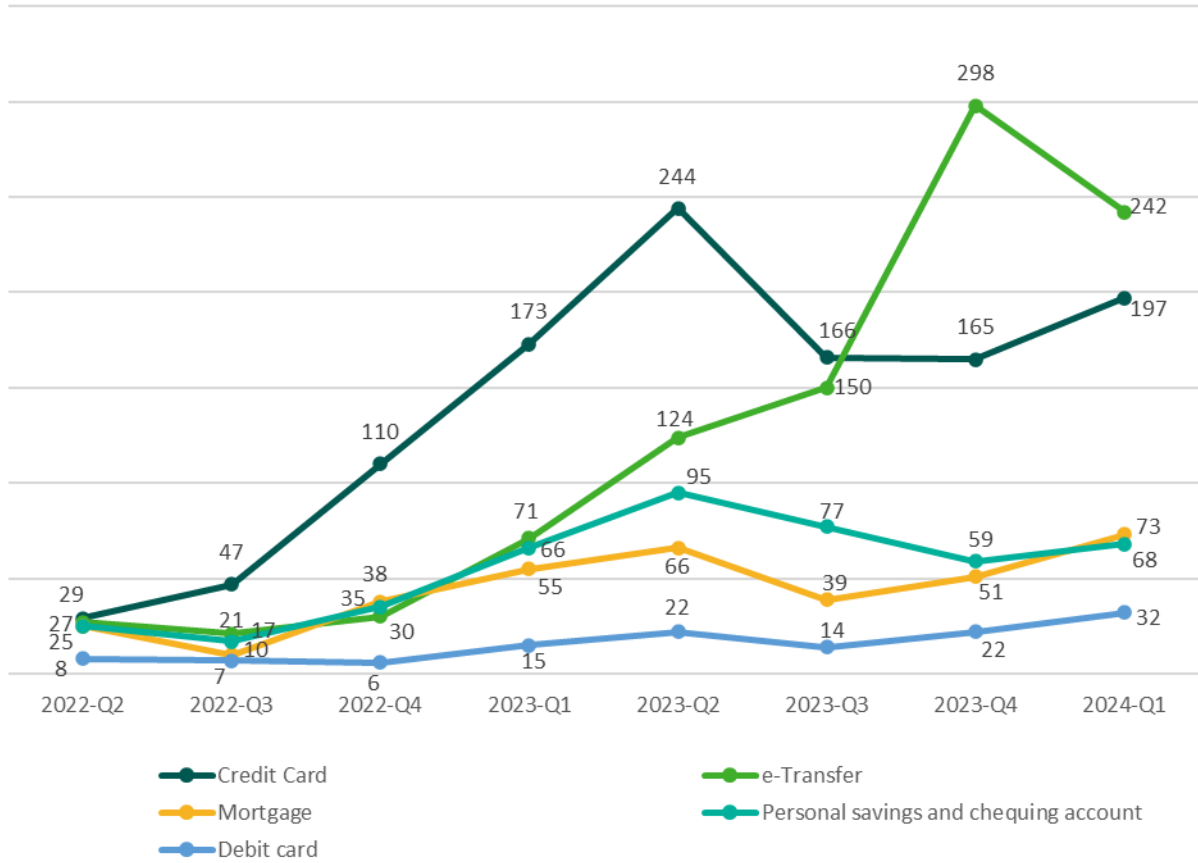


Note: Numbers under 5 are not labelled.

In Q1, total cases opened (which includes both banking and investment cases) reached an eight-quarter high. Cases opened increased quarter over quarter in almost all regions except the Atlantic provinces and were higher year over year across all regions.

- **Ontario** cases were up 15% quarter over quarter and 34% year over year.
- **Quebec** cases increased 3% quarter over quarter, reaching a new eight-quarter high, and increased 60% year over year.
- Cases from the **Prairie provinces** were up by 20% quarter over quarter, and up 56% year over year.
- **BC** cases were up 16% quarter over quarter and 27% year over year.
- **International** cases were up 11% quarter over quarter and 4% year over year.
- **Atlantic provinces'** cases decreased 10% quarter over quarter after reaching an eight-quarter high in the previous quarter and nearly doubled year over year.
- **Territories'** cases remained at low levels but reached an eight-quarter high.

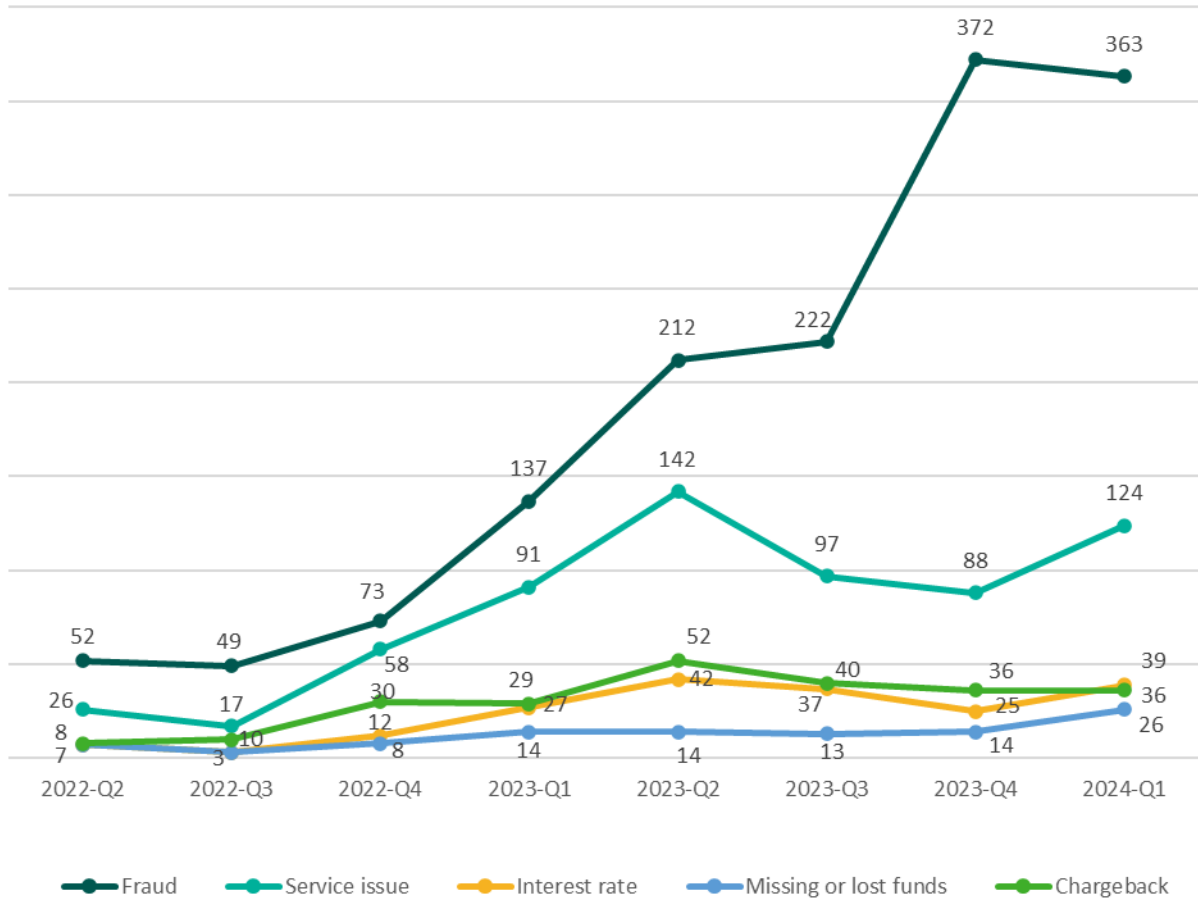
### Top 5 Banking Products: Last 8 Quarters



In Q1, the top 5 banking product complaints remained unchanged from the previous quarter, with e-transfers continuing to be the leading concern among banking consumers.

- **E-transfer** cases decreased 19% quarter over quarter but increased 241% year over year.
- **Credit card** cases increased 19% quarter over quarter and remained 14% above last year.
- **Personal savings and chequing accounts** cases increased 15% quarter over quarter but remained flat when compared to the same quarter last year.
- **Mortgage** cases increased 43% quarter over quarter and 33% year over year.
- **Debit card** cases increased 45% quarter over quarter but more than doubled the volumes year over year.

### Top 5 Banking Issues: Last 8 Quarters

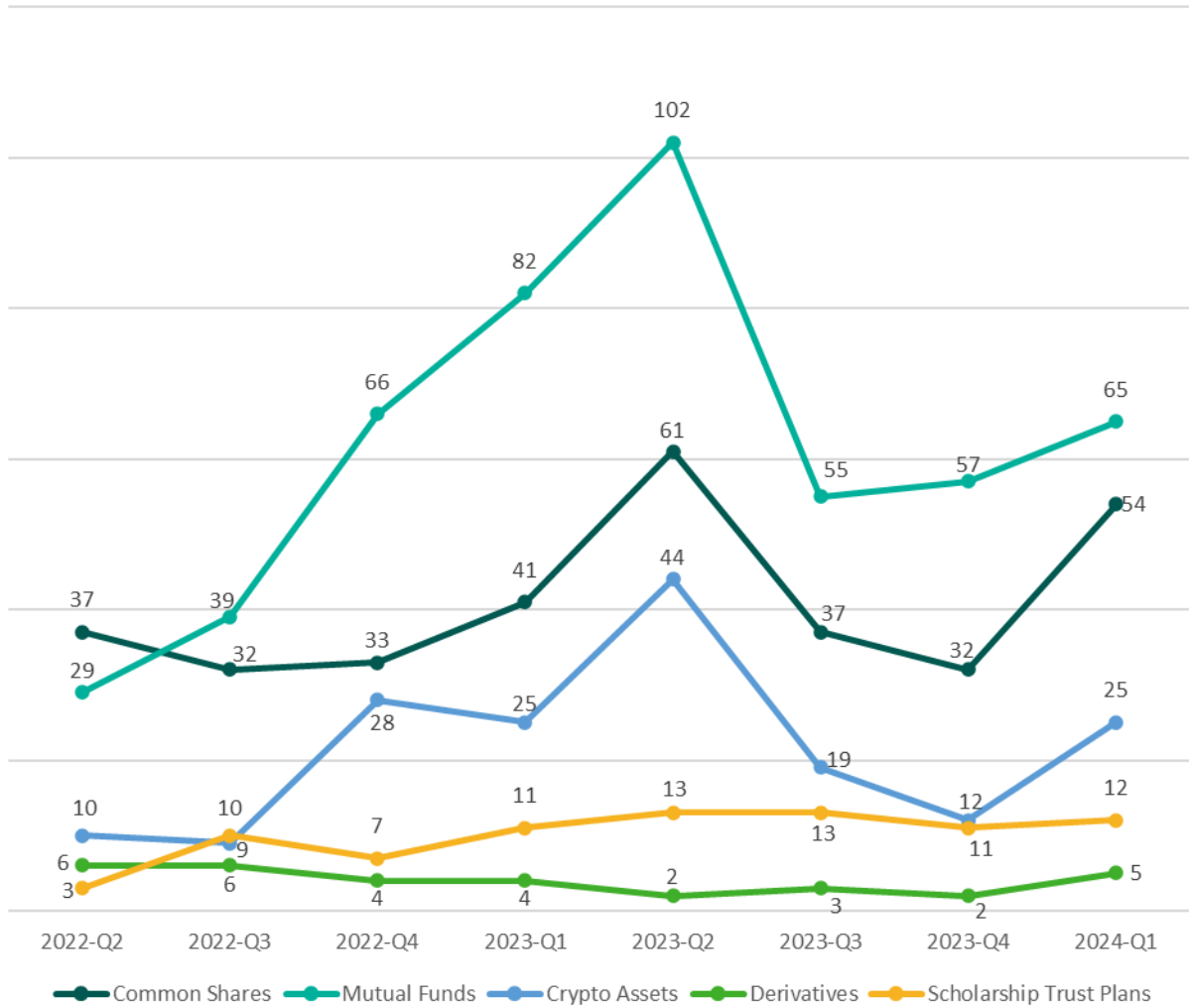


In Q1, fraud continued to be the most complained-about issue among banking consumers.

- **Fraud** cases declined 2% quarter over quarter from Q4's all-time high levels and increased 165% year over year.
- **Service issue** cases increased 41% in relation to the prior quarter and were up 36% when compared to last year.
- **Interest rate** cases increased 56% quarter over quarter while cases related to **chargebacks** remained flat.
- **Missing or lost funds** cases nearly doubled quarter over quarter and year over year.



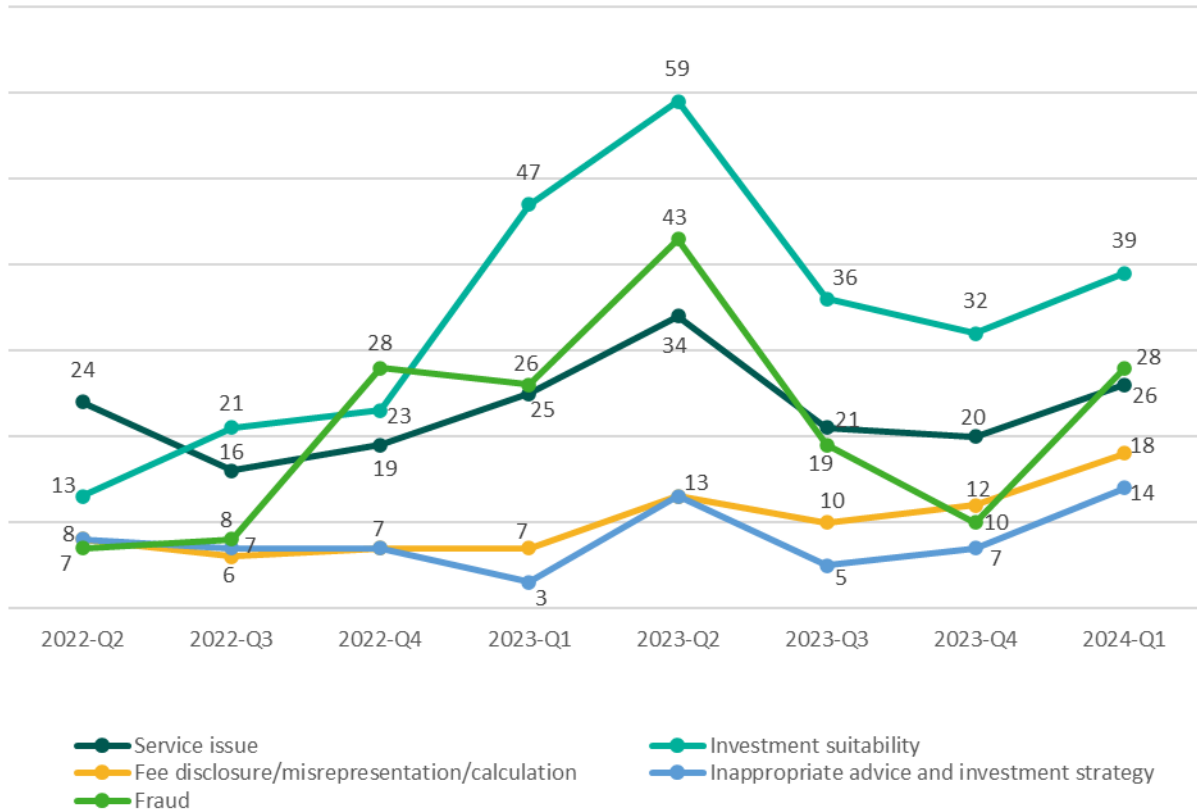
### Top 5 Investment Products: Last 8 Quarters



In Q1, mutual funds remained the top product concern for investors, while cases related to crypto assets more than doubled.

- **Mutual funds** cases increased 14% quarter over quarter but decreased 21% year over year.
- **Common shares** cases increased 69% quarter over quarter and 32% year over year.
- **Crypto assets** more than doubled quarter over quarter but were flat year over year.
- **Scholarship trust plan** cases were flat when compared to the past quarter and year over year.
- **Derivatives** related cases remained at low levels but increased quarter over quarter, while remaining relatively flat year over year.

### Top 5 Investment Issues: Last 8 Quarters



In Q1, investment suitability remained the leading issue among investor complaints, with fraud and service cases the next most common, and rising.

- **Investment suitability** cases were up 22% quarter over quarter but down 17% year over year.
- **Fraud** cases ended a downward trend with volumes nearly tripling quarter over quarter but flat year over year.
- **Service issue** cases increased 30% quarter over quarter and remained flat compared to same quarter last year.
- **Fee** related cases were up by 50% quarter over quarter and more than doubled compared to the same period last year.
- **Inappropriate advice and/or investment strategy** cases remained at low levels but doubled quarter over quarter and were four times the volume from the previous year.