

Ombudsman Annual Report

PC Bank Ombudsman's Annual Report 2018

Number of Complaints dealt with by PC Bank's Ombudsman

Year	Number of Complaints	Average days to resolve
2018	7	57

PC Bank's Ombudsman's office has a service level of resolving a complaint within 90 days.

In 2018, the PC Bank Ombudsman's office took on average of 57 days to deal with a customer complaint.

Resolution of complaints

Of the seven (7) complaints dealt with by PC Bank's Ombudsman's office during the period from January 1, 2018 to December 31, 2018, four (4) complaints were resolved to the satisfaction of the complainant.