

Ombudsman Annual Report

PC Bank Ombudsman's Annual Report 2017

Number of Complaints Handled by PC Bank's Ombudsman

Year	Number of Complaints received	Average days to resolve
2017	12	70

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

In 2017, the PC Bank Ombudsman's office took on average 70 days to resolve a customer complaint.

Resolution of complaints

Of the twelve (12) complaints received by PC Bank's Ombudsman's office during the period from January 1, 2017 to December 31, 2017, ten (10) complaints were resolved to the satisfaction of the complainant.