



Ombudsman Annual Report

President's Choice Bank ("PC Bank") Ombudsman Annual Report 2019

Number of Complaints dealt with by PC Bank's Ombudsman

| Year | Number of Complaints | Average days to resolve |
|------|----------------------|-------------------------|
| 2019 | 12 | 83 |

The PC Bank's Ombudsman has a service level of resolving a complaint within ninety (90) days.

In 2019, the PC Bank Ombudsman took on average eighty-three (83) days to deal with a customer complaint.

Resolution of complaints

Of the twelve (12) complaints dealt with by the PC Bank Ombudsman during the period from January 1, 2019 to December 31, 2019, eight (8) complaints were resolved to the satisfaction of the complainant.