

Ombudsman Annual Report

PC Bank Ombudsman's Annual Report 2016

Number of Complaints Handled by PC Bank's Ombudsman

Year	Number of Complaints received	Average days to resolve
2016	9	45

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

In 2016, the PC Bank Ombudsman's office took on average 45 days to resolve a customer complaint.

Resolution of complaints

Of the nine complaints received by PC Bank's Ombudsman's office during the period from January 1, 2016 to December 31, 2016, eight complaints were resolved to the satisfaction of the complainant.