



Ombudsman Annual Report

President's Choice Bank ("PC Bank") Ombudsman Annual Report 2021

Number of complaints dealt with by PC Bank's Ombudsman

Year	Number of Complaints	Average days to resolve
2021	20	78

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

In 2021, the PC Bank Ombudsman took on average seventy-eight (78) days to deal with a customer complaint.

Resolution of complaints

Of the twenty (20) complaints dealt with by the PC Bank Ombudsman during the period from January 1, 2021 to December 31, 2021, eighteen (18) complaints were resolved to the satisfaction of the complainant.