

2022 Rogers Bank Complaints Management Office Annual Report

Rogers Bank values its customers, and we are here to help you with any concerns about our services or offerings.

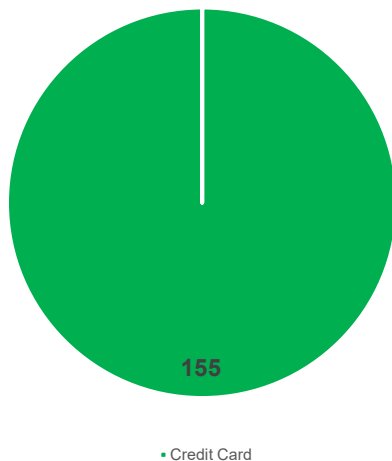
You can find information about our complaints process here: https://rogersbank.com/legaldocs/en/information_about_complaints.pdf.

This report presents the complaints handled by the officer or employee designated by Rogers Bank to deal with complaints who holds the most senior position identified for that purpose in Rogers Bank's procedures.

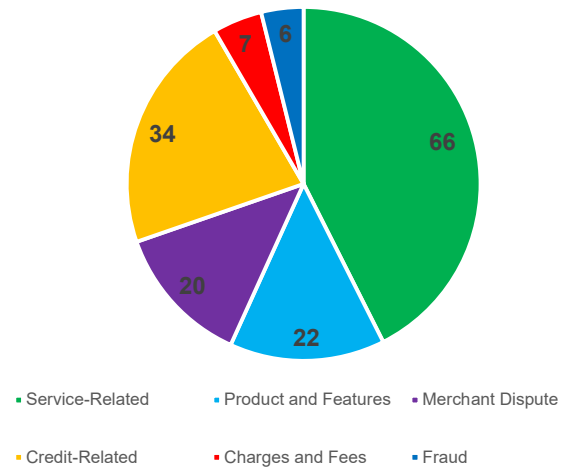
This report includes complaints handled by the Complaints Management Office (and its predecessor, the decommissioned Rogers Bank Office of the Ombudsman) from January 1, 2022 to December 31, 2022.¹

Number of Complaints Handled	155
Average Days to Settle a Complaint Case	40
Number of Complaints Resolved to the Complainant's Satisfaction	94

2022 Complaints: By Product



2022 Complaints: By Nature of Concern



¹ Rogers Bank's senior designated complaints unit during the period of January 1, 2022 to June 29, 2022 was the Office of the Ombudsman. The Complaints Management Office held this role for the period of June 30, 2022 to December 31, 2022.