

## 2023 Rogers Bank Annual Complaints Report

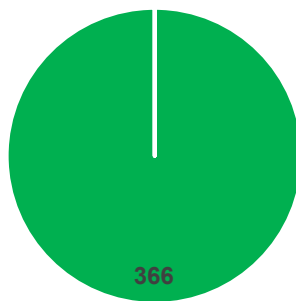
Rogers Bank values its customers, and we are here to help you with any concerns about our services or offerings.

You can find information about our complaints process here: [https://rogersbank.com/legaldocs/en/information\\_about\\_complaints.pdf](https://rogersbank.com/legaldocs/en/information_about_complaints.pdf).

This report presents the complaints handled by the designated group (the Complaints Management Office) at Rogers Bank from January 1, 2023 to December 31, 2023. This is the most senior group at Rogers Bank with the responsibility of dealing with complaints in accordance with Rogers Bank's procedures.

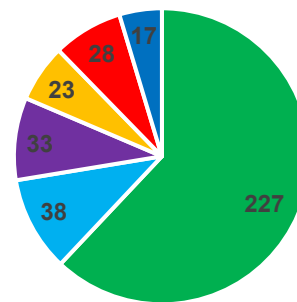
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|---|-----|
| Number of Complaints Handled                                    | 366 |
| Average Days to Settle a Complaint Case                         | 35  |
| Number of Complaints Resolved to the Complainant's Satisfaction | 179 |

2023 Complaints: By Product



■ Credit Card

2023 Complaints: By Nature of Concern



■ Service Related  
 ■ Merchant Dispute  
 ■ Credit Related

■ Product and Features  
 ■ Fraud  
 ■ Charges and Fees