

Rogers Bank Office of the Ombudsman Annual Report 2020

Rogers Bank Ombudsman's role is largely that of a mediator and settlement facilitator. It provides an impartial and unprejudiced avenue of review for unresolved client issues.

The Rogers Bank Ombudsman service is:

- voluntary, confidential and provided without charge;
- an effective means to resolve disputes;
- an unbiased and final review of unresolved disputes and client concerns about the Bank's service; and
- an opportunity for frank and open communication.

The Rogers Bank Ombudsman service does not:

- negotiate rates;
- investigate complaints about matters of general policy, or issues that are in litigation or arbitration;
- provide a stay, or extension or waiver of any formal proceedings or limitation periods outside the Rogers Bank Ombudsman service, which may be applicable to any dispute between a client and the Bank.

Any recommendations or assessments made by the Rogers Bank Ombudsman are non-binding and the parties are free to accept or reject the Rogers Bank Ombudsman decision and pursue other options for resolution.

The Rogers Bank Ombudsman keeps track of and makes public the number of complaints and the time it took to handle each complaint.

Office of the Ombudsman Annual Report 2020: January 1, 2020 – December 31, 2020	
Number of Complaints	12
Average Days to Resolve	29
Number of Complaints Resolved to the Satisfaction of the Complainants	11

Contact Information

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