



## ANNUAL COMPLAINTS REPORT — FISCAL YEAR 2023

Fairstone Bank of Canada and its subsidiaries (collectively, “Fairstone”) are committed to protecting the consumer rights of Fairstone customers including access to complaints handling procedures.

In 2023, complaints that were escalated to the Commissioner of Complaints for investigation were dealt with within 77 days on average, from the date the concern was originally reported to Fairstone to the date on which the complaint was resolved or closed by the Commissioner of Complaints. We deployed significant effort to improve our timeliness and were able to reduce the average duration of a review to 45 days in the second half of 2023.

### COMPLAINTS DEALT WITH BY THE COMMISSIONER IN 2023

Total # Investigated	# Resolved <sup>1</sup>	# Closed <sup>2</sup>	# Ongoing	Average Days <sup>3</sup> to Resolve or Close
23	2	18	3	77

### DETAILS

- <sup>1</sup> Resolved — this is the number of complaints that the Commissioner resolved to the satisfaction of the person who made the complaint;
- <sup>2</sup> Closed — this is the number of complaints that the Commissioner was unable to resolve to the satisfaction of the person who made the complaint;
- <sup>3</sup> Average Days — this number is calculated based on complaints either Resolved or Closed in 2023;
- Products — complaints were related to Credit Cards, and Loans;
- Nature of the Complaint – complaints were related to interest, transactions, account opening, agreement, account balance, and other.