

# Digital Commerce Bank

## 2022 Annual Complaints Report



Digital  
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# 2022 Annual Complaints Report

At Digital Commerce Bank, our goal is to provide excellent customer service and to maintain your confidence and satisfaction. If you have a complaint, we want to address it in the most efficient and professional manner possible.

On June 30, 2022, Digital Commerce Bank refreshed and updated its complaints handling process to comply with the Financial Consumer Agency of Canada's (FCAC) new Financial Consumer Protection Framework (Bill C-86). As part of this change, we implemented a new structure for our complaint handling team. Our Call Centre team is the first point of contact for all complaints. Complaints that are not resolved to the satisfaction of our customers by the Call Centre team may be escalated to our Client Care Manager and may further be escalated to our Complaints Appeal Officer, which is the highest level of complaint escalation at the Bank. The Complaints Appeal Officer position replaced the Bank's internal Ombudsman effective on June 30, 2022.

This report covers complaints managed by the Complaints Appeal Officer and our former internal Ombudsman between January 1, 2022 and December 31, 2022.

	Total Complaints	Resolved	Closed
The number of complaints that were dealt with at the highest escalation level (currently <b>DCBank's Complaint Appeal Officer</b> , formerly the Bank's Ombudsman) in 2022- including the number of complaints Resolved or Closed.	4	3	1
	<b>Average Length</b>		
The average length of time the <b>DCBank Complaint Appeal Officer</b> (formerly the Bank's Ombudsman) took to deal with those complaints, from the first interaction with the Consumer to the date on which the complaint was Resolved or Closed.	<b>16 days</b>		
	<b>Secured Credit cards<sup>2</sup></b>	<b>Prepaid Payment Products</b>	
The <b>products or services</b> to which the complaints related. <sup>1</sup>	2	2	

<sup>1</sup>**Explanatory Note:** Of the four complaints, both complaints related to Secured Credit cards were about Visa® Zero Liability Guarantee. One of the Prepaid Payment Product complaints was about the chargeback process related to fraudulent charges and the other complaint was about the timing of services related to the card product.

<sup>2</sup>Please note that in accordance with the Bank's new complaint handling process, no complaints related to Credit Cards are included in this report for matters occurring on or after July 1, 2022. This is because the Bank only provides Visa and Network sponsorship to corporate parties (i.e. Credit Card Program Managers) that sell and market secured credit cards and does not provide the lending or the credit in relation to the secured credit cards. As a result, complaints related to the secured credit cards are addressed by the applicable Credit Card Program Manager and not the Bank.