



B2B Bank 2022 Complaint Report

B2B Bank enhanced protections for customers in alignment with the new Financial Consumer Protection Framework, including strengthen our complaint-handling processes to promptly deal with customers' complaints in a fair and consistent manner.

This report presents the complaints handled by the Head of Complaint Resolution who is the most senior designated employee appointed to address escalated complaints for B2B Bank customers. It covers the period from June 30, 2022 (implementation date of the new Financial Consumer Protection Framework) to October 31, 2022 (end of our fiscal year). During this period, the Head of Complaint Resolution opened 3 new cases. Details regarding the nature of cases, the length of time taken to close or resolve are outlined below.

Number of complaints	3
Number of Resolved Complaints	1
Number of Closed Complaints	2
Average number of days *	54 days

* Average number of days it took to handle the complaints from the date it was received by B2B Bank to the date on which the complaint was Resolved or Closed by the Head of Complaint Resolution.

Product	Type	Description	Status
Loan	Agreement	Premature loan recall	Closed
Loan	Agreement	Loan repayment solution	Resolved
Mortgage	Fees	Miscommunication about mortgage renewal terms	Closed