

Member Concerns Officer Report - 2022



Number of complaints the Senior Designated Employee dealt with that year	The Senior Designated Employee closed* two complaints in 2022.
The average length of time the Bank took to deal with those complaints, from the first interaction with the Consumer to the date on which the complaint was Resolved or Closed	20 business days
The products or services to which the complaints related	Deposit accounts
A description of the nature of the complaints, beyond the related product or service information contained in the classification	<ol style="list-style-type: none">1. Complaint was related to request to remove personal information from closed deposit accounts.2. Complaint was related to freezing of funds in deposit account.
The number of Resolved complaints	0

* Motus Bank classifies the finalizing of a complaint as either “closed” or “resolved”. In accordance with the FCAC Guideline on Complaint-Handling Procedures for Banks and Authorized Foreign Banks, “resolved” means when a bank can deal with a complaint by resolving it to the satisfaction of the person who made it. “Closed” means when the bank is unable to resolve the complaint to the satisfaction of the person who made it.

Member Concern Handling Process

Information about motusbank's Member Concerns Handling Process, including information on our external complaints body (OBSI) and other regulatory bodies in Canada can be found on motusbank's website at: <https://www.motusbank.ca/Support/Contact-Us>