

Member Concerns Officer Report - 2019



For the year January 1st to December 31st	2019*	2018*
Complaints investigated by the Office of the motusbank Member Concerns Officer	NIL	N/A
Average length of time (in business days) taken by the Office of the motusbank Member Concerns Officer to resolve complaints	N/A	N/A
Number of complaints that were resolved by the Office of the motusbank Member Concerns Officer to the satisfaction of complainant	N/A	N/A

* motusbank received its Order to Commence on January 10, 2019 and commenced operations on April 2, 2019

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>