


## Member Concerns Officer Report - 2021



For the year Jan 1 <sup>st</sup> to December 31 <sup>st</sup>	2021	2020
Complaints investigated by the Office of the motusbank Member Concerns Officer	0	0
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

A decorative graphic on the right side of the table consists of several thick, curved, overlapping lines in various colors: purple, light blue, teal, dark blue, orange, light blue, green, and red.

### [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>