



# Senior Customer Complaints Office (SCCO)

**Annual Report  
2025**



## This annual report

This report presents the SCCO's results for the fiscal year ending October 31, 2025. It also provides valuable information about how we operate and how customers can access TD's complaint resolution services. To learn more, please visit us [online](#).

## Our mandate

The SCCO is an impartial body within TD Bank Group ("TD" or "Bank") charged with reviewing Canadian customer complaints that remain unresolved after the completion of the first two steps of the TD [Customer Problem Resolution Process](#).

## What you can expect if you send us your complaint<sup>1</sup>

Our Office will investigate complaints and act as a connection between customers and all Canadian business areas within TD, including TD Canada Trust, TD Auto Finance, TD Wealth, TD Direct Investing, and TD Insurance (TDI). Our Office does not report directly to any of these business areas to protect our impartiality in addressing customer concerns. Provided complaints fall within our mandate, our services are accessible to all TD customers, free of charge.

- 1 Initial review of your complaint**  
Within 2 business days<sup>1</sup>
- 2 Assign case and commence investigation**  
Within 5 business days<sup>2</sup>
- 3 Complete our investigation, respond, and if appropriate propose a resolution**  
Within 40 calendar days at the SCCO<sup>3</sup>
- 4 You consider our response**  
30 calendar days (from the date of our response) to review and respond with acceptance of our recommendation in writing, if compensation is being offered.

<sup>1</sup> Response times listed are target service levels.

<sup>2</sup> Provided you have made available the necessary information about your complaint.

<sup>3</sup> Considering Canada's Financial Consumer Protection Framework, which came into effect June 30, 2022, the overall timeline was reduced to 56 calendar days for applicable banking-related cases from the date you raised your complaint with TD.

## Fast facts

# 80%

of our investigations in 2025 were closed within 40 days. We found in favour of the customer in 37% of cases we closed. In these cases, the recommendation for resolution fully or partially supported the client's requested outcome and may have included re-extending a previous recommendation made during an earlier step in the TD [Customer Problem Resolution Process](#). For this purpose, "closed" means that the SCCO reviewed the complaint and shared the final determination with the client.

# 1,220 cases

that we received in 2025 were outside our mandate. These cases are not included as part of our Cases Opened volumes as we do not open a full investigation.

**Common complaints we received that were outside our mandate were related to:**

- **Credit decisions for limit increases, decreases and revocation**
- **TD ending the banking relationship**
- **Pricing-related complaints for personal accounts, credit cards, foreign exchange, etc.**

# 1

## Step 1: Initial review of your complaint

When you contact our Office with a complaint, whether by phone, email, or post, we will acknowledge receipt of your complaint within two business days. Once you have provided the necessary information about your complaint, we will carry out an initial review to determine if your complaint falls within our mandate to review. We commit to completing this initial review within two business days.

### Help us with the initial review of your complaint

To respond to your initial complaint in a meaningful and timely manner, it is important that you:

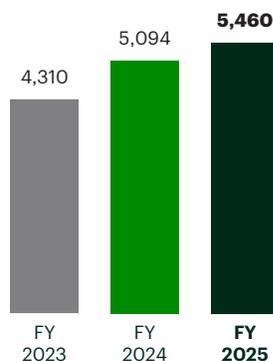
- Have already completed the first two steps of the TD [Customer Problem Resolution Process](#) and have received a response directing you to contact the SCCO if you wish to continue escalating your complaint
- Provide us with a summary of your complaint, clearly identifying:
  - The specific issues you would like our Office to review
  - The details of your complaint, including names of relevant parties, dates, places, times, etc.
  - Any specific aspect of the previous responses you received from TD that you disagree with and why
  - What you are seeking by way of resolution (e.g., reversal of fees, an apology, etc.)
- Share a copy of any written response you may have received in relation to your concern, such as a letter from a TD Senior Manager or Executive
- Confirm your contact information (email, postal address, and phone number) and preferred communication method

### Complaints outside our mandate

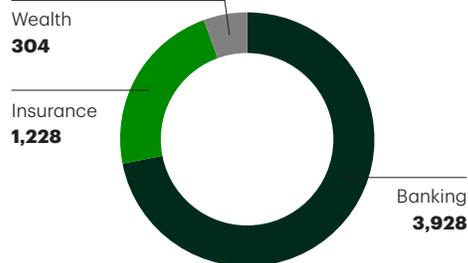
While our Office strives to be responsive to all TD client concerns, some common complaints fall outside of our mandate to review. Unless there are extenuating circumstances, the SCCO will not review complaints relating to:

- The content of Bank policies, including credit granting or risk management decisions
- Interest rate levels
- Charges or fees that are disclosed
- Matters where legal action has already commenced or has been concluded
- Complaints that have not yet been investigated by the first two steps of the TD [Customer Problem Resolution Process](#)

### Total cases opened



### Cases opened by business unit



Banking cases include branch, fraud, business accounts, and other product-related concerns.



### Client Testimonial

*“When I reached out, I did so not only to explain a situation, but to share a small part of my life, my responsibilities, my struggles, and my effort to move forward with dignity in a country that has given my family safety and hope.*

*Receiving your reply brought a genuine sense of relief and reassurance that my words were received with understanding.*

*For someone in my position, being heard matters deeply. Your professionalism, clarity, and the respectful way you guided this matter through the proper process restored a sense of calm at a time when uncertainty had been weighing heavily on me.*

*It reminded me that behind institutions and procedures, there are people who still act with fairness, balance, and humanity.*

*I am truly grateful for the impartial role your office plays and for the effort you personally put into ensuring that concerns like mine are handled with care. Your response meant more to me than you may realize.*

*Thank you once again for your time, your compassion, and for the quiet integrity with which you serve others.”*

## CASE STUDY

# Bank investigator scam

Every year our Office reviews hundreds of escalated concerns related to various types of scams. The Bank Investigator scam is when a Fraudster impersonates a bank employee and asks you to assist in an investigation to catch a scammer. The following case is an example of a Bank Investigator scam reviewed by our Office.

The TD Client received a call from a Fraudster claiming to be an employee of TD. The Fraudster asked the Client to confirm two attempted transactions and advised them there was another attempt at a nearby retailer by a scammer **indicating their account had been compromised**. The Fraudster then asked the Client to help TD identify the scammer by completing a series of transactions at no cost to them since the funds had already been transferred into the Client's account to complete.

The Client followed the direction of the Fraudster and proceeded to purchase gift cards and provide the redemption credentials to the Fraudster over the phone. The Fraudster also directed the Client to various TD branches to complete a cash withdrawal and ATM withdrawals to deposit into a bitcoin machine. The Client followed the direction of the Fraudster and was told they had received an email money transfer of \$250 in recognition of their support with the investigation.

Upon realizing they had fallen victim to a scam, the Client escalated their complaint to the SCCO to request compensation for the full amount of the loss. As a part of our investigation process, the SCCO investigator reviewed all relevant documentation and correspondence. The findings concluded that the Client had provided their personal TD login credentials to the Fraudster which allowed them to input TD's one time Password to sign into a new device. With this access the Fraudster was able to transfer funds from the Client's own Unsecured Line of Credit (ULOC) to their chequing account to complete the withdrawals. The Client withheld information when the branch inquired about the purpose of the withdrawals, limiting the Bank's ability to identify the ongoing fraud. Unfortunately, the SCCO was unable to recommend any compensation for the Client as the investigation confirmed the Client had **performed** the disputed transactions voluntarily and disclosed their personal TD login credentials, allowing the transfers between their ULOC and chequing account.

### Tips when looking out for fraud:

- If you receive a call from someone who says they're from your bank, take down their name and hang up. Call the Bank back using the Bank's public phone number.
- TD Bank will never ask you to disclose your passwords or PIN over the phone.
- TD Bank will never request your assistance with an undercover investigation **or ask you to be untruthful with TD**.
- For more information on ways to protect yourself from common fraud and scams [click here](#).



### How to protect yourself from a scam

Canadians continue to be targeted for numerous types of scams including those where a fraudster poses as a bank employee. When answering a phone call from a caller you were not expecting that claims to be from your bank it is important to consider the following.

TD would never:

1. Call you to ask for your personal information
2. Ask you to keep a secret or be dishonest
3. Threaten to cancel your TD services
4. Ask to remotely access your device, including computers, tablets, and mobile devices
5. Try to rush you into doing something immediately
6. Ask you to help with an investigation
7. Ask you to purchase gift cards on their behalf
8. Ask you to transfer money as part of a bank investigation
9. Ask you to return your TD Access Card to a courier or have a bank employee come to your home to collect your TD Access Card

It is important to understand how you can protect yourself from a scam; for more information visit [TD Stories](#) or visit the [Canadian Anti-Fraud Centre](#).

# 2

## Step 2: Assign case and commence investigation



Once we receive all the necessary information to complete an initial review, you will be sent key information outlining the details of our complaint resolution process and your complaint will be assigned to an investigator. The investigator will determine whether your complaint falls within our mandate, and they will commence their investigation.

### The year in review

Our Office closed 5403 cases in 2025, up 5% compared to 2024 and 33% since 2023. As volumes have continued to rise over the last 5 years, our Office anticipates and is planful in our approach to efficiently and effectively managing the ever increasing case levels. Our average time to close an investigation at the SCCO was 27 days overall: 25 days for Banking, 35 days for Insurance and 39 days for Wealth related cases. In 2025, 94% of applicable banking related cases that reached our Office were closed within 56 days from the time they were raised at first point of contact per the [TD Customer Problem Resolution Process](#). Average days to close from initial point of contact was 40 days, 37 days for Banking, 46 days for Insurance and 102 days for Wealth.

We continue to recommend preventative measures to TD's various business areas to address the complaints and client frustrations observed by our Office.

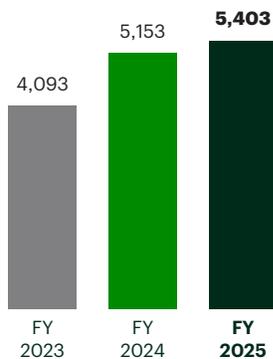
### Did you know?

We are grateful for client feedback and always want to hear what we can do to enhance your experience as a client. Whether a complaint is within our mandate or not, we are continually passing along feedback and required action to relevant business areas and leadership teams across TD to help prevent future complaints.

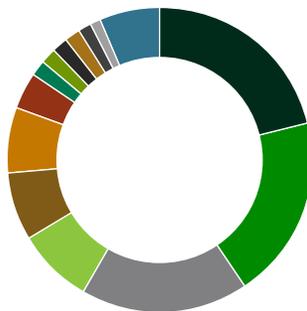
**Process improvement suggestions can be related to specific products or services, such as:**

- Features on the TD App
- Amending a procedure to improve an experience
- Or steps we can take to ensure we are advancing TD's commitment to diversity, equity and inclusion.

### Total cases closed



### Cases closed by nature of concern



Nature of Concern	Count	Percentage
Insurance Policies & Procedures	1,093	21.21%
Policy & Procedure	1,004	19.48%
Fraud	909	17.64%
Service Related	421	8.17%
Errors	375	7.28%
Fees/Pricing/Rates	355	6.89%
Decision - Credit/Holds/Disputes	205	3.98%
Mutual Funds	87	1.69%
Conduct Risk	86	1.67%
Campaigns, Marketing & Product Availability	84	1.63%
Insurance - Fees/Pricing/Rates	76	1.47%
Customer Communication & Documentation	75	1.46%
Credit Bureau	60	1.16%
Other	323	6.27%

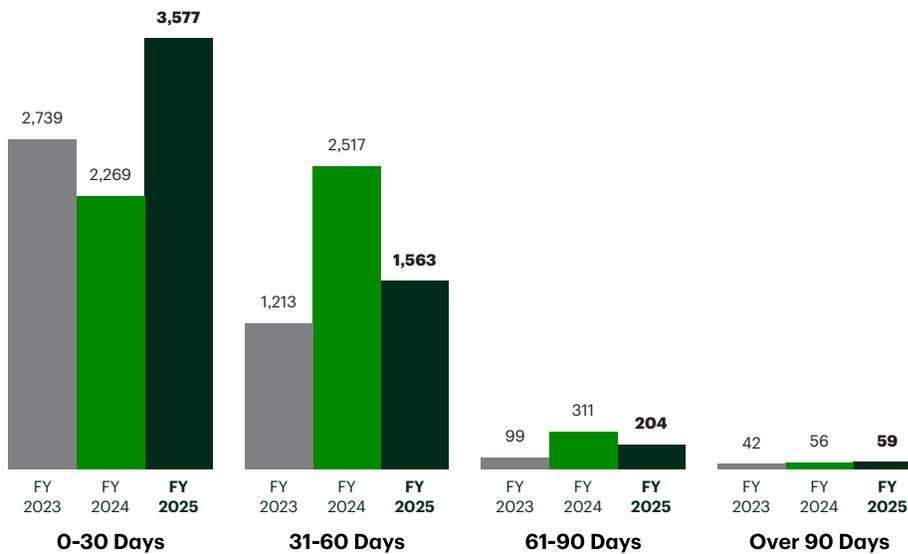
# 3

## Step 3: Complete our investigation, respond, and if appropriate propose a resolution

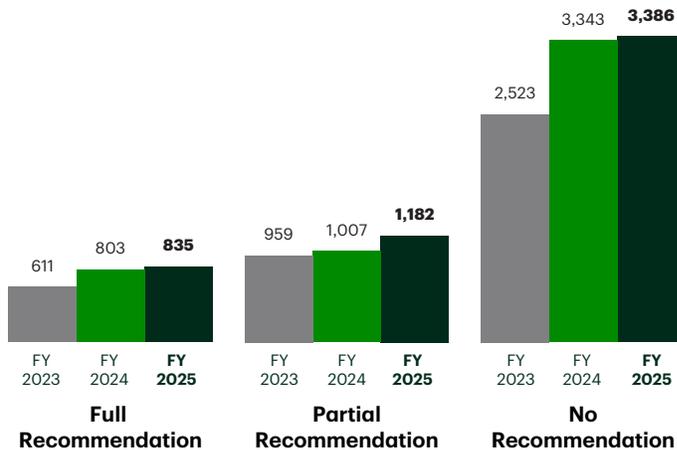
An SCCO investigator will thoroughly examine your concerns, and in doing so, they may conduct interviews, review documentation and records, research external sources and examine specific transactions. Your cooperation throughout this process is necessary to ensure a comprehensive investigation is completed. It is our objective to complete all investigations within 40 calendar days at the SCCO; for applicable banking related cases we strive for completion within 56 calendar days from the date you raised your complaint with TD. We commit to keeping you informed of our anticipated completion date throughout the process.

Once the investigator has completed their review, they submit a final report and recommendation for review by SCCO Management or the Vice President & Head, SCCO. After approval, a written response is sent to you outlining the investigation findings and any recommended resolution.

### Days to complete cases



### Case outcomes



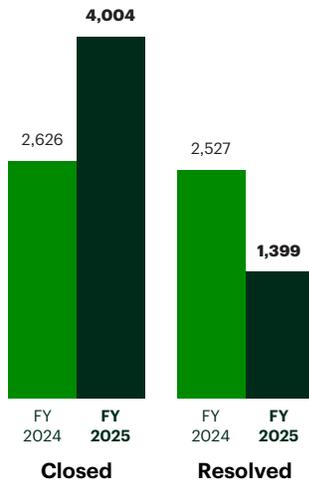
### Fast Fact

Most TD complaints are solved directly at first point of contact when a client initially raises their concern.

# Only 11%

of complaints are escalated within the business areas across the Bank. From complaints that are escalated within the business areas, 8% was the average rate of escalation to the SCCO after customers completed the first two steps of the [TD Customer Problem Resolution Process](#) in 2025.

## Case outcomes – Closed vs. Resolved



### Banking outcomes for 2025:

Of 5403 cases, full recommendations where the client received their full requested outcome were proposed for 835 cases, partial recommendations were proposed for 1182 cases, and no recommendations were proposed for 3386 cases.

- Cases are marked as "resolved" if the client was satisfied with the resolution presented
- Cases are marked as "closed" if the client was not completely satisfied with the resolution

### CASE OBSERVATION

## Car Accident Claim

If you are in the unfortunate situation of being in a car accident, it is key to contact your insurer, TDI, as soon as you are safely able to do so. You can submit an auto claim directly from your phone via the TD Insurance App and are able to track your claim status within the [app](#).

### As you are going through the claims process it is important to:

- Make note of your policy inclusions; if you have rental coverage, confirm the end date
- Do your research and make a timely decision on who you will be selecting to repair your vehicle - TDI offers approved service providers, but you also have the option to choose your own
- In the event of a total loss where your vehicle is deemed no longer repairable, TDI will consider various factors including the condition of the vehicle and mileage and look at comparable vehicles when providing you with a valuation. Be sure to share all pertinent details about the health and maintenance of your vehicle prior to the accident



## Step 4: You consider our response

If our recommendation is for TD to provide compensation or some other form of resolution, we ask you to confirm your acceptance of our recommendation in writing within 30 calendar days.

If our recommendation does not provide you with the outcome requested or you otherwise remain dissatisfied with our recommendation, you may escalate your concern to the appropriate External Complaints Body (ECB).

### Where you can go if you do not agree with our proposed resolution

- For banking and investment complaints, the external service is the [Ombudsman for Banking Services and Investments](#) (OBSI)
- For general insurance complaints, the external service is the [General Insurance OmbudService](#) (GIO)
- For life and health insurance complaints, the external service is the [OmbudService for Life & Health](#) (OLHI)
- For Quebec residents, the external service is the [Autorité des marchés financiers](#) (AMF) for general insurance, life, and health insurance complaints as well as for investment complaints



### Customer Testimonial

*“Thank you for taking the time to thoroughly review and explain every part of my concern in such a clear and detailed manner... Your professionalism and care for what you do made this whole process manageable for me”*

## About Kerry Robbins, Vice President & Head, Senior Customer Complaints Office



Kerry Robbins is the Vice President & Head of the Senior Customer Complaints Office. Kerry has been with TD for over 25 years in increasingly senior roles in a wide variety of areas, including Direct Channels, Branch Banking, and Real Estate Secured Lending. Kerry has a BA from King’s University College at Western University and a Masters of Business Administration from Anglia Business School in Cambridge, England.

Kerry serves as Director on the board of McCormick Care Group. Kerry is recognized in the Bank for her breadth of experience and business knowledge, as well as her wide network of contacts, sense of fairness, and integrity.

### Further information

#### TD Customer Problem Resolution Process:

<https://www.td.com/to-our-customers/resolving-your-problems/comments.jsp>

#### Protecting our Customers:

<https://www.td.com/to-our-customers/customer.jsp>

#### Senior Customer Complaints Office:

<https://www.td.com/to-our-customers/scco/scco.jsp>

**Email:** [td.scco@td.com](mailto:td.scco@td.com)

**Telephone:** 1-888-361-0319 or 416-982-4884

**Facsimile:** 1-866-891-2410 or 416-983-3460