



Ready for you

2019 Ombudsman Annual Report



This Annual Report

This report presents the TD Ombudsman's Office results for the fiscal year ending October 31, 2019. It also provides valuable information about how we operate and how our customers can access our complaint resolution services. To learn more, please visit us [online](#).

Our Mandate

The TD Ombudsman's Office 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 [TD's Customer Problem Resolution Process](#).

What You Can Expect If You Send Us Your Complaint

Our Office will investigate complaints and act as a connection between customers and all business areas within TD, including: TD Canada Trust, TD Auto Finance Canada, TD Wealth (Canada), TD Direct Investing, and TD Insurance. 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.



* Provided you have made available the necessary information about your complaint.

** From the date we receive the signed Agreement from you. The Agreement is sent after the initial review of your complaint (Step 1) is complete.

Fast Facts

- In 2019, we resolved 99% of our investigations within 90 days and 65% within 60 days.
- We found in favour of the customer in 37% of cases we completed. In these cases, the recommendation for resolution fully or partially supported the customer's requested outcome and may have included re-extending a previous recommendation made during an earlier step in TD's Customer Problem Resolution Process.

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 three business days. Once you have provided the necessary information about your complaint in writing, 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 ten 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:

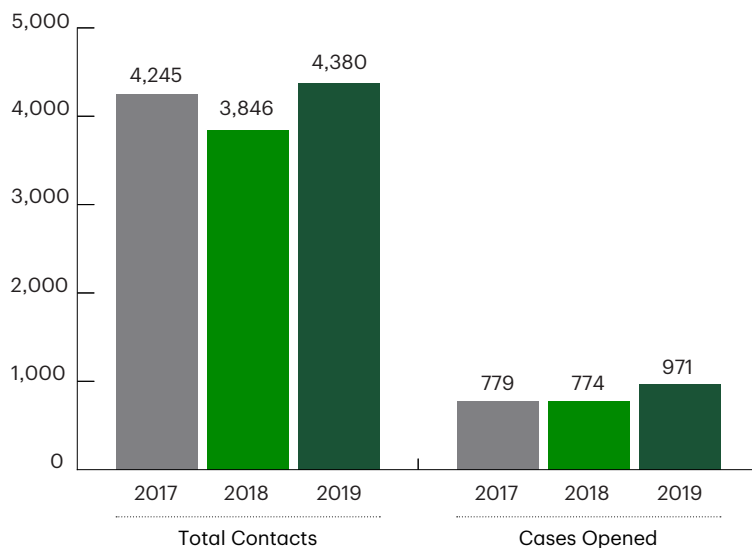
- Make sure you have completed the first two steps of [TD's Customer Problem Resolution Process](#) and have received a written response directing you to contact the Ombudsman's Office
- Provide us with a written summary of your complaint, clearly identifying:
 - The issues you would like our Office to review
 - The details of your complaint, including names of relevant parties, dates, places, times, etc.
 - Any specific aspect of the previous written 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 the letter signed by a Senior Manager you would have received in relation to your concern
- Confirm your contact information (e-mail, postal address and phone number) and preferred communication method

Complaints outside our mandate

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

- The content of Bank policies, including credit granting or risk management decisions
- Interest rate levels
- Other 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 [TD's Customer Problem Resolution Process](#)

Total Contacts and Cases Opened



Note: Most of these contacts to TD's Ombudsman were in reference to how to access the first or second step of TD's Customer Problem Resolution Process.

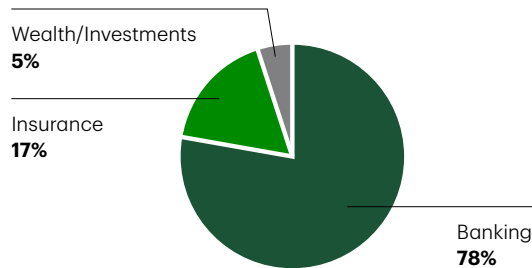
STEP 2: ASSIGN CASE AND COMMENCE INVESTIGATION

If your complaint falls within our mandate, we will send you an Agreement detailing the terms of the complaint resolution process. Once we have received a signed Agreement from you, a case file will be opened, and an investigator will be assigned. We will also provide you with confirmation that a case has been opened and when you can expect to hear from our investigator.

The year in review

Our Office opened a total of 971 cases, up 26% compared to 2018. Our average time to complete an investigation was **48 days** both overall and for Banking cases, with 99% of our cases closing within 90 days. Banking related cases comprised the majority of our investigations. The most frequent complaints were related to general service issues such as the clarity of information provided to customers or process errors. We continue to recommend preventative measures to TD's various businesses to address the complaints and frustrations observed by our Office.

Cases Opened by Business Unit



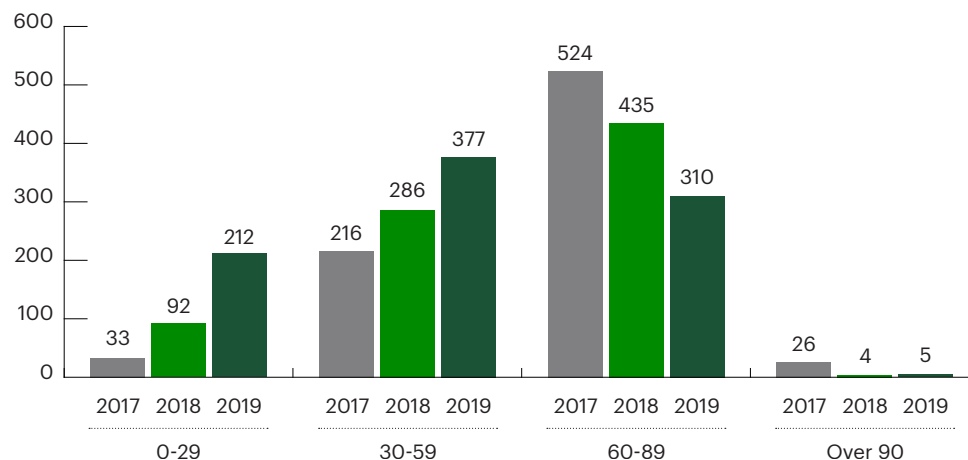
Note: Banking cases include branch, fraud, and other product-related concerns.

STEP 3: COMPLETE OUR INVESTIGATION, RESPOND AND, IF APPROPRIATE PROPOSE A RESOLUTION

Our investigator will thoroughly examine your concerns. In doing so, they may conduct interviews, review documentation and records, research external sources and examine specific transactions. Your co-operation throughout this process is necessary to ensure a comprehensive investigation is completed. It is our objective to complete all investigations within 90 days; however, complex cases can take longer. Many of our cases continue to be fully investigated within 60 days. 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 the Ombudsman or Deputy Ombudsman. After approval, a written response is sent to you outlining the investigation findings and any recommended resolution.

Days to Complete

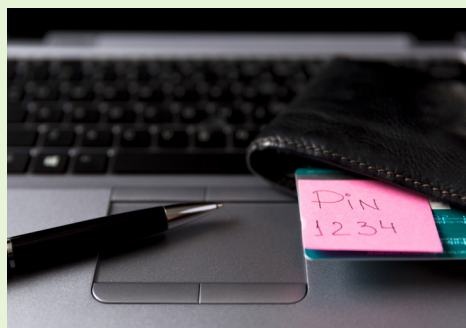


Ombudsman Case Study: Debit Card / PIN

A TD customer wrote down their PIN on a piece of paper and placed it with their debit card with a view to sharing their debit card with a family member. Before being able to provide their debit card to the family member, the card and the piece of paper with the PIN were lost.

A series of transactions were performed using the customer's debit card and PIN. When the customer became aware of the activity, they filed a fraud claim with the Bank. The fraud claim was denied on the basis that the customer had recorded their PIN and kept it in close proximity to the debit card contrary to their security obligations under the cardholder agreement. The customer escalated the complaint to our Office to request reimbursement for the lost funds.

Our Office investigated and concluded that there was no Bank error because the customer did not take appropriate security measures to safe guard their debit card and PIN and did not follow the terms of the cardholder agreement.

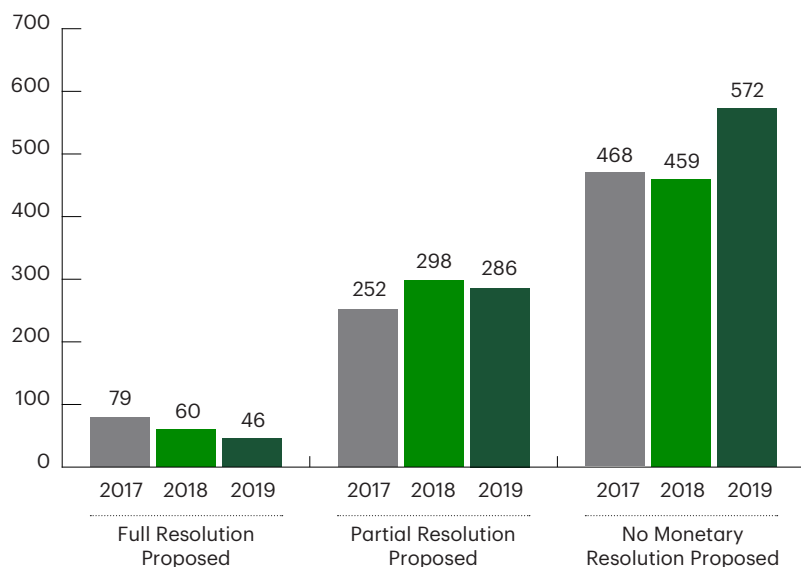


Remember:

- You are responsible for the care and control of your card and PIN
- Keep your card and PIN confidential and take every reasonable precaution to maintain them safely
- Avoid PIN combinations that may be easily determined by others such as your name, birthday, phone number, address, Social Insurance Number etc.
- Do not disclose your PIN to anyone including family members and friends

If you have any concerns, contact [TD](#), call the number on the back of your access card or speak with a branch representative.

Case Outcomes



Note: Banking outcomes for 2019:
Of 904 cases, full resolution was proposed for 46 cases, partial resolution was proposed for 286 cases and no monetary resolution was proposed for 572 cases.

Case Observation: Credit Card Disputes

Our Office reviewed several cases this year related to credit card disputes.



What to Know

Entering into Agreements with your Credit Card:

As a cardholder, before entering into an agreement with a company, it is important for you to understand exactly what you're committing to before providing your credit card information.

If you remain uncertain about a company's reputation, research the company and ask for references.

Once you have decided to do business with them and you provide your credit card information, it will be difficult to make changes unless all parties agree. So before signing anything, check for a 'cooling off period' to understand if you have an opportunity to cancel without penalty or at minimal cost to you.

Merchant Payment Processing Obligations:

If your company accepts credit cards as payment, it is important that you understand your payment processing obligations before completing a credit card transaction. By doing so, should a credit card dispute occur, you will be able to properly address and respond.

STEP 4: YOU CONSIDER OUR RESPONSE

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

If our recommendation does not provide you with the outcome requested or you otherwise reject our recommendation, you may escalate your concern to the appropriate external ombudservice.

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

- For banking complaints, the external service is the [ADR Chambers Banking Ombuds Office \(ADRBO\)](#).
- For 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 Ombudsman \(GIO\)](#).
- 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.

Fast Fact

- The external complaint bodies for TD customers' banking and investment complaints, the ADRBO and the OBSI, found in favour of the customer in 5% of the cases they reviewed.



About the TD Ombudsman, Kerry Robbins

Kerry Robbins has been the TD Ombudsman since September 2014. Kerry has worked at TD for over 20 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 College at the University of Western Ontario and a Masters of Business Administration from Anglia Business School in Cambridge, England. She also serves as Director on the boards of the Canadian Centre for Ethics and Corporate Policy and the London Chamber of Commerce. Kerry is recognized in the Bank for her breadth of experience and business knowledge and her wide network of contacts, sense of fairness, and integrity.

Further information

TD's Customer Problem Resolution Process:

www.td.com/to-our-customers/resolving-your-problems/comments.jsp

Protecting our Customers:

www.td.com/to-our-customers/customer.jsp

TD Ombudsman:

www.td.com/ombudsman.jsp

E-mail: td.ombudsman@td.com

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

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