



Ombudsman Annual Report 2016



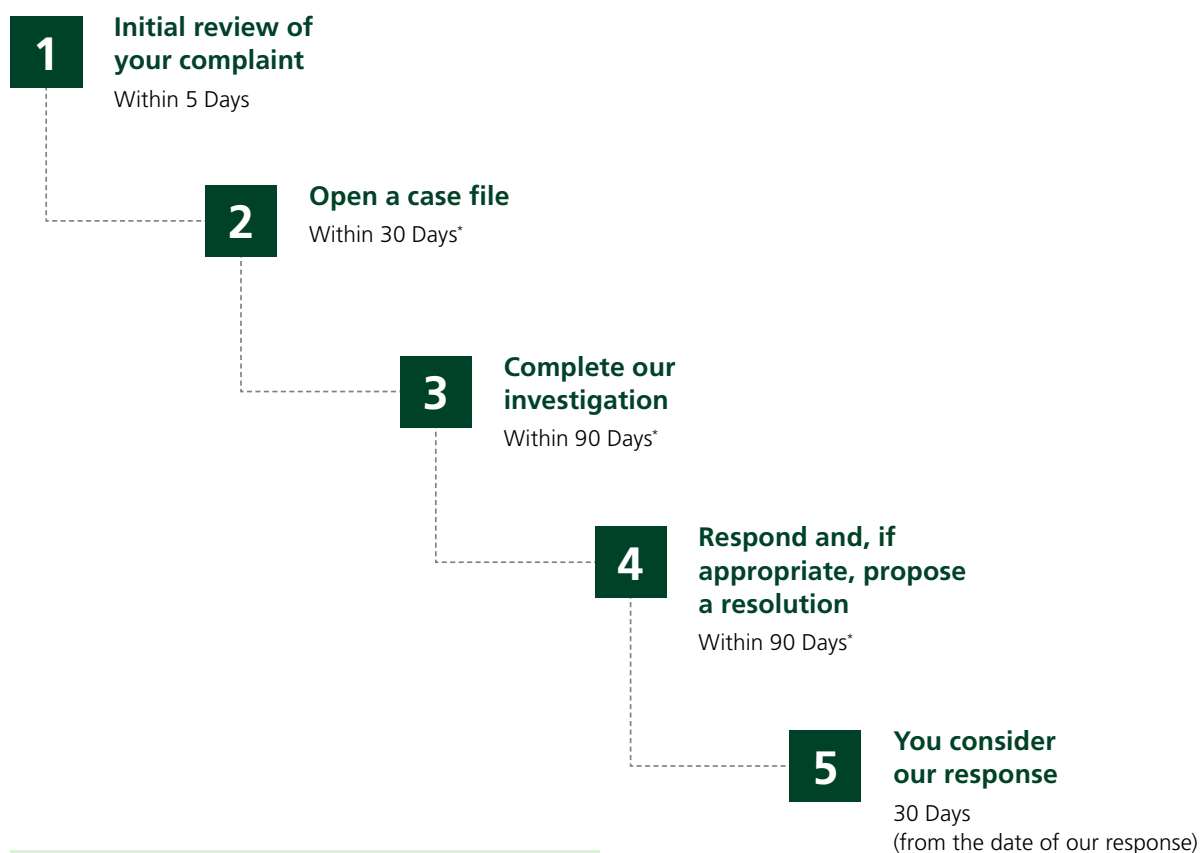
This Annual Report

This report presents the TD Ombudsman's Office results for the fiscal year ending October 31, 2016. It also provides valuable information about how we operate and how our customers can access our dispute resolution services. To learn more, please visit us online at: www.td.com/ombudsman.jsp.

Our Mandate

The TD Ombudsman's Office is an independent body within the 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](#). Our office will investigate complaints and act as a liaison between customers and all business areas within TD, including: TD Canada Trust, TD Wealth, TD Insurance, TD Auto Finance, TD Commercial Banking, and MBNA. Our Office does not report directly to any of these business areas in order 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.

What You Can Expect If You Send Us Your Complaint



FAST FACT

- In 2016, we completed 95% of files within 90 days and over 50% within 60 days.

*From the date we receive a signed agreement from you.

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 and carry out an initial review to determine if your complaint falls within our mandate to review. Provided you have made available the necessary information about your complaint, we commit to completing this initial review within five business days of receipt.

Help us with the initial review of your complaint

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

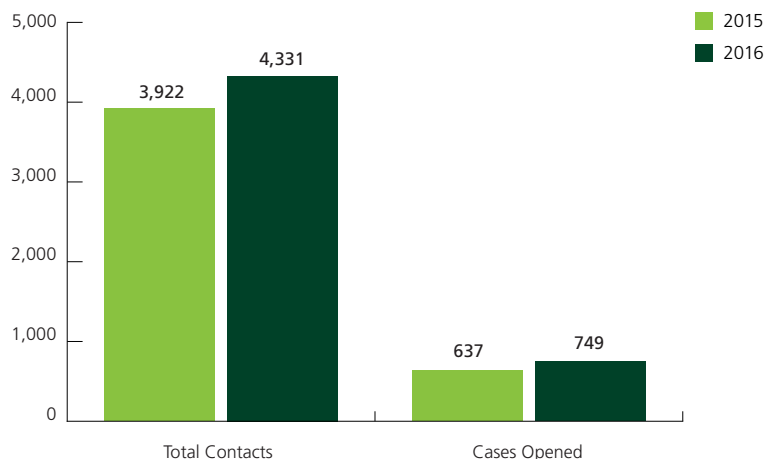
- Ensure you have completed the first two steps of [TD's Customer Problem Resolution Process](#) and have received a written response directing you to contact the Office of the Ombudsman.
- Provide us with a written summary of your complaint, clearly identifying:
 - The issues you would like our office 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 (i.e. compensation, an apology, etc.).
- 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:

- 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 not investigated by the first two levels of [TD's Customer Problem Resolution Process](#).

Total Contacts & Cases Opened



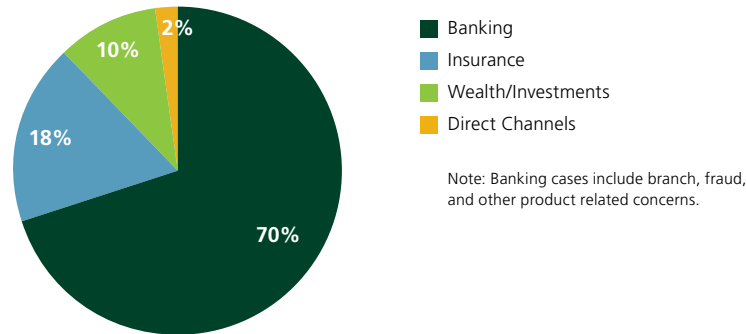
STEP 2: OPEN A CASE FILE

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

The year in review

In 2016, our Office opened a total of 749 cases, representing an 18% increase over 2015. Our average time to complete a review was 61 days, with 95% of our cases closing within 90 days. The majority of our case files originated from the Branch Banking network, with general service issues such as a lack of clarity of information or process errors comprising the majority of complaints. We continue to recommend preventative measures to TD's various businesses to address the most common complaints and frustrations observed by our Office.

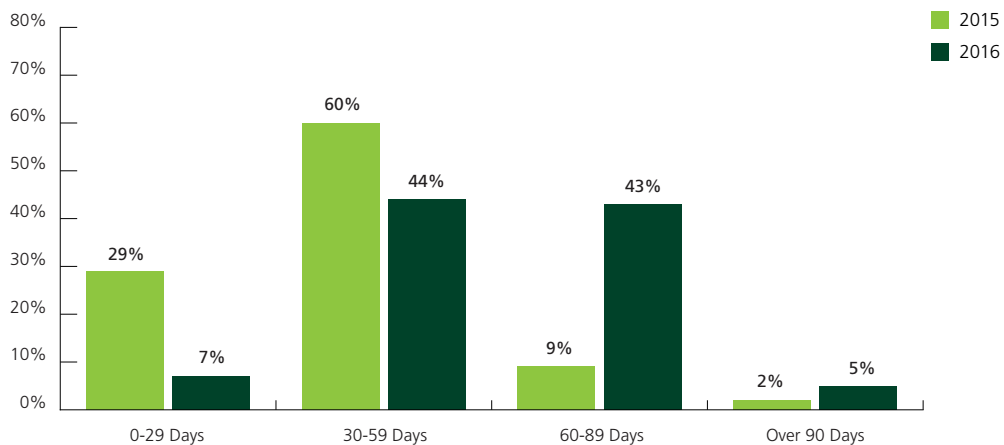
Cases Opened by Business Unit



STEP 3: COMPLETE OUR INVESTIGATION

Our investigator will thoroughly examine your concerns. In doing so, they may conduct interviews, review documentation and bank 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. The majority of our cases continue to be fully investigated within 60 days. We commit to keep you informed of our anticipated completion date throughout the process.

Days to Complete



Case Study: Phone Scams and Fraudsters

A TD customer received a call from an individual claiming to be a representative of the Canada Revenue Agency (CRA). The customer was advised that they had tax arrears owing to the CRA and that unless they paid the outstanding balance immediately, they would be arrested and then deported. The fraudster told the customer that the CRA had entered into an agreement with Apple so that secure payment could only be received through iTunes gift cards. Over the coming days, the customer was directed to visit various retail stores, where they purchased \$6,000 worth of iTunes gift cards then provided the fraudster with the redemption codes.

A few days later the customer realized that they had been the victim of a scam and reported the incident to the police. The customer then contacted TD to request full reimbursement of the amounts provided to the fraudsters. The customer believed that TD should be responsible to reimburse the full amount as they had been the victim of a scam.

The TD Ombudsman's Office reviewed the complaint and declined the customer's request for reimbursement. All of the disputed transactions were performed by the customer willingly, using their original Access Card and unique PIN. No TD employees were involved in any of the transactions and it would not have been



possible for the Bank to protect the customer. Ultimately, by using their card and PIN to complete the transaction, the customer had authorized the transactions.

Unfortunately, these types of scenarios are increasingly common, and it is important that customers only complete transactions with individuals they know and trust. In order to help protect yourself, please be mindful of the following flags, tips and resources.

Red Flags To Watch Out For

- You are asked to transfer money to someone you don't know.
- You are asked to be dishonest or not transparent with a TD employee.
- The communication was initiated by someone else.
- You have been asked to provide personal information, including name, address, email, phone number, and bank account information.

Tips to Protect Yourself

- Always **protect your PIN** and never share your PIN with family members or friends.
- **Be conscious of anyone trying to distract you at an ATM** – finish your transaction before talking to anyone and cover your PIN.
- **Never provide your banking information, including credit card number, to any individual you do not know or trust.**

Links and Resources

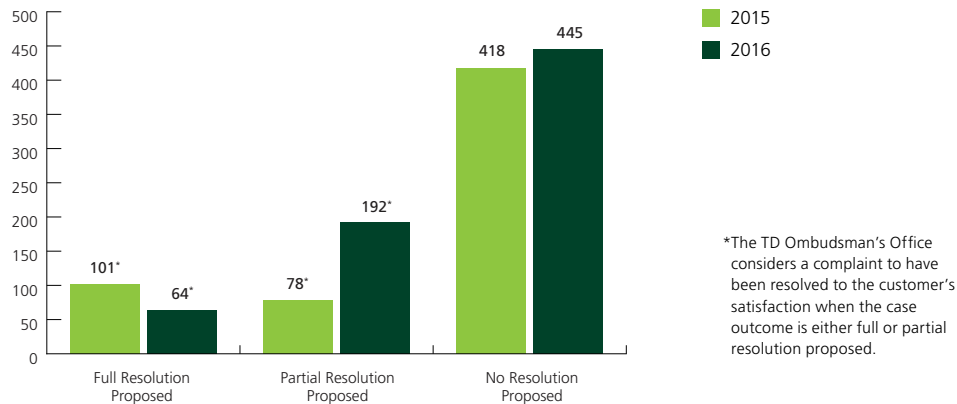
If you are suspicious of fraudulent activity, email phishing@td.com (for email or online fraud) or phone 1-866-222-3456.

For more information, visit the [Government of Canada's Canadian Anti-Fraud Centre](#).

STEP 4: RESPOND AND, IF APPROPRIATE, PROPOSE A RESOLUTION

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 the customer outlining the investigation findings and any recommended resolution.

Case Outcomes



Case Study: Credit Protection Insurance Cancellation Request

Our customer held two Home Equity Lines of Credit (HELOC) with TD. To protect herself in the event of an unforeseen event, the customer elected to obtain Life and Critical Illness insurance for both HELOCs, commonly referred to as Credit Protection (CP) Insurance. By December 2015, the customer's personal circumstances had changed such that she no longer felt CP Insurance was necessary. She visited her local branch to cancel the CP Insurance and, per normal procedures, she was connected with a representative from TD Insurance (TDI). The customer completed what she believed were the correct forms to cancel the CP Insurance, and the branch staff submitted the forms to TDI.

Upon returning from an extended vacation, the customer discovered she was still being charged CP Insurance premiums. She contacted TDI who conducted a review and discovered that the forms received in December 2015 only requested the cancellation of CP Insurance from one of the customer's HELOCs. Since there was no CP Insurance cancellation form on record for the second HELOC, TDI did not refund those premiums.



When the complaint reached the Ombudsman's Office, our investigator concluded that, although there were no formal records of a cancellation request for the CP Insurance held on the second HELOC, the fact that the cancellation had been sent for one of the HELOCs supported the customer's recollection of events that they instructed the branch to cancel CP Insurance for both HELOCs.

Cases in our Office are always assessed on their unique facts, and in this case our Office concluded the customer most likely had the intention to cancel CP Insurance on both HELOCs. As such, all CP Insurance premiums incurred after December 2015 were returned to the customer.

What to Know

- Credit Protection is an optional insurance product that can pay a benefit if certain criteria are met. There are two types of Credit Protection: Life and Critical Illness.
- Customers may cancel their Credit Protection policy at any time without penalty. In addition, they have 30 days from the day they receive their Certificate of Insurance to cancel their policy with a full refund of any premium charges.
- Credit Protection premiums are shown on all statements. Be sure to check your statements and account activity regularly and immediately advise TD of any discrepancies.

STEP 5: 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. Payments or other forms of compensation will only be extended once a customer has signed an appropriate release.

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 investment complaints, the external service is the [Ombudsman for Banking Services and Investments \(OBSI\)](#).
- For banking complaints, the external service is the [ADR Chambers Banking Ombuds Office \(ADRBO\)](#).
- 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 \(OLHI\)](#).



About the TD Ombudsman, Kerry Robbins

Kerry Robbins has been the TD Ombudsman since September 2014. Kerry has worked at TD for over 19 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 Children's Museum. 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.

FAST FACT

- The external ombudservice for TD customer banking complaints, the ADRBO, agreed with the recommendation of TD in 90% of the cases it reviewed.

Further information

TD's Customer Problem Resolution Process:

www.td.com/comments.jsp

Protecting our Customers:

www.td.com/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