



FY 2018

November 1, 2017 – October 31, 2018

Below is a summary of the topline complaints data comparing fiscal years 2017 and 2018.

In 2018, OBSI saw an increase in cases opened, from 721 in 2017 to 760 in 2018, representing a 5% increase. Investment complaints decreased from 351 cases opened in 2017 to 345 in 2018. Banking cases opened continued a multi-year trend, increasing from 370 in 2017 to 415 in 2018, a 12% year-over-year increase.

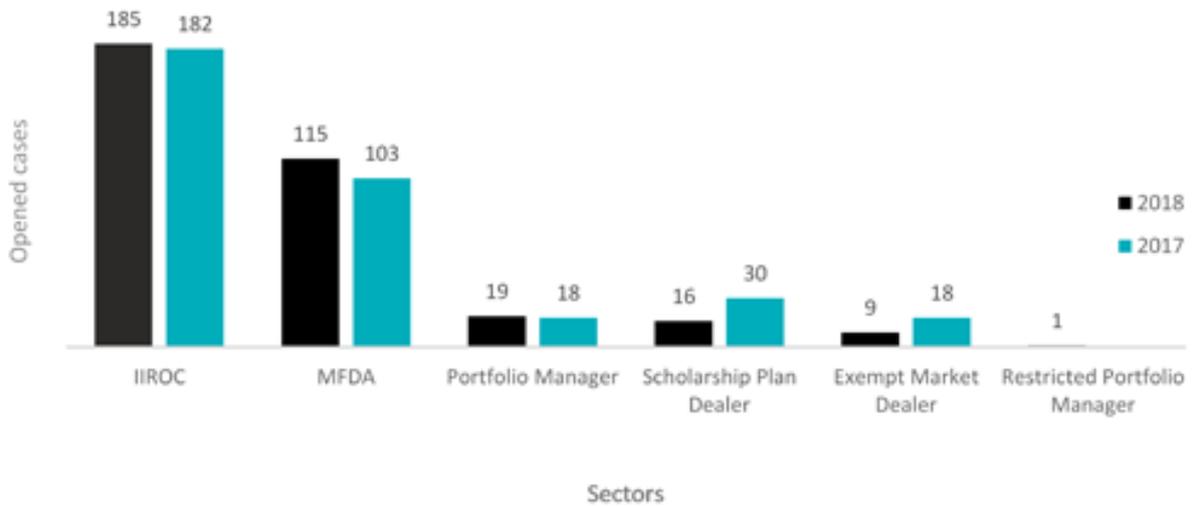
Total Cases Opened: 2017 vs. 2018



Cases opened by investment sector

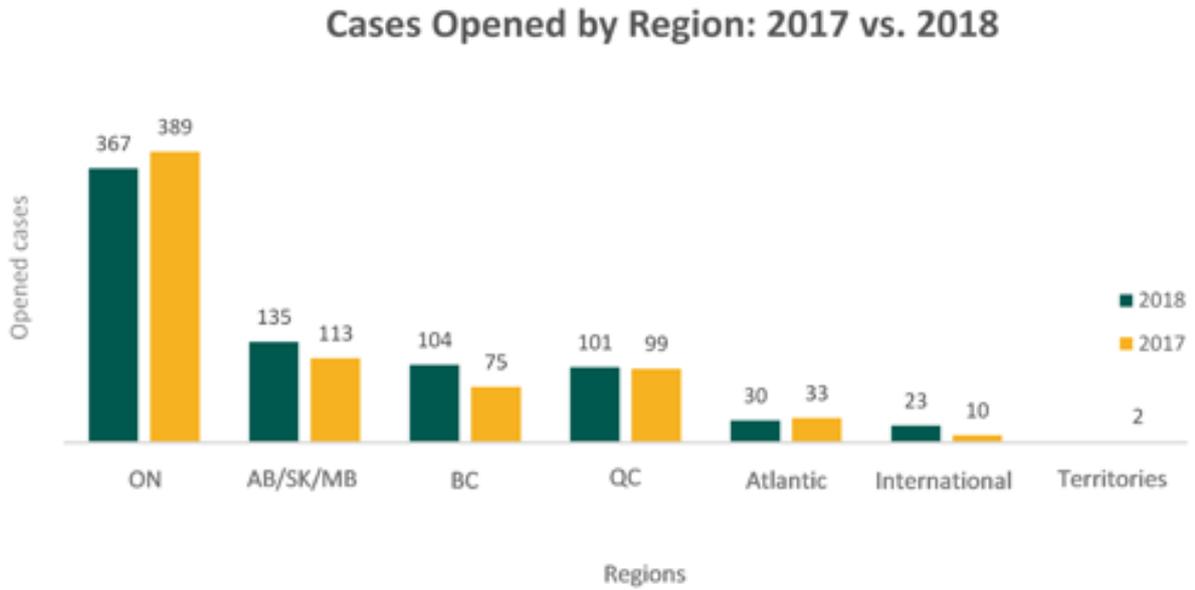
There were moderate variations in the number of cases opened in IIROC, portfolio manager and restricted portfolio manager sectors in 2018. MFDA cases increased by 12%, rising from 103 in 2017 to 115 in 2018. Scholarship plan dealer cases and exempt market dealer cases decreased.

Cases Opened by Investment Sector: 2017 vs. 2018



Cases opened by region

Ontario continues to be the province producing the greatest number of complaints despite a decrease of 6% in cases opened. Cases opened in the Western provinces rose by 19%. Cases in Quebec and the Atlantic provinces were relatively flat. International cases increased to 23 in 2018, up from 10 in 2017.

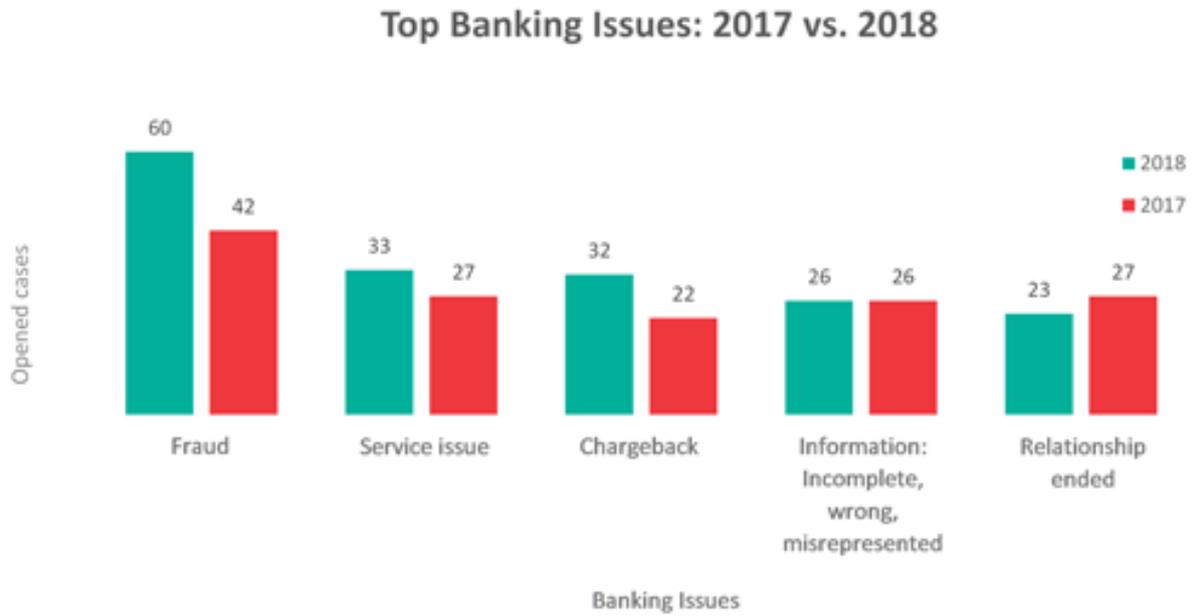


Top products and issues

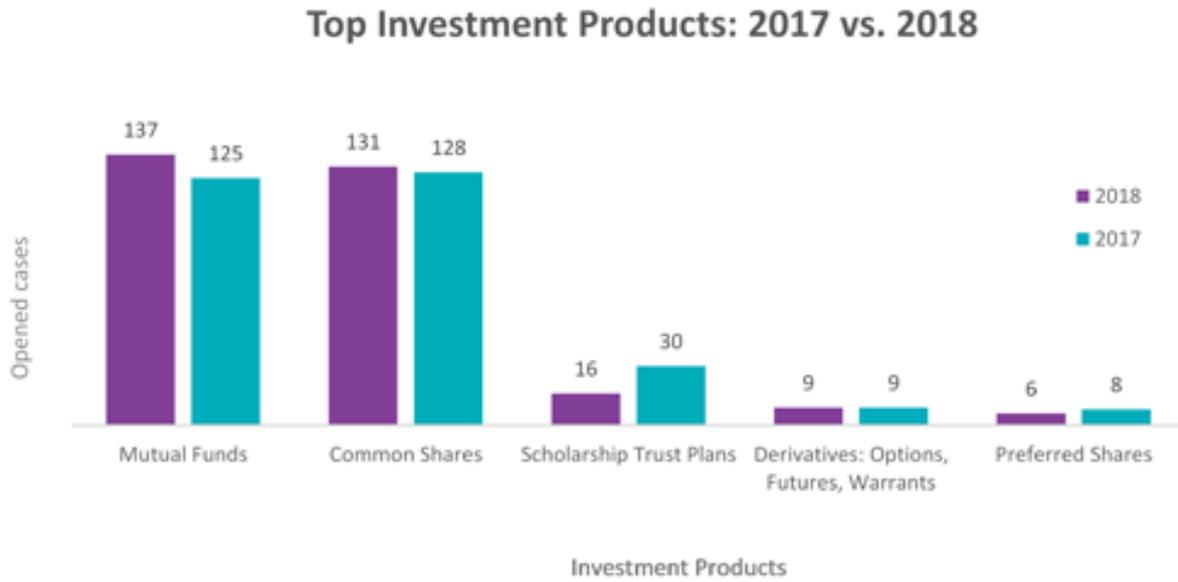
In 2018, the top five banking products continued to follow trends from 2017. Credit card complaints led overall once again. Mortgage loan complaints rose from 67 in 2017 to 89 in 2018, representing a 33% increase. Personal transaction account complaints rose 25%. Cases involving cheques fell in 2018, decreasing to 9 cases from 16 in 2017.



Fraud was the most reported banking issue increasing 43%, up from 42 cases in 2017 to 60 cases in 2018. Service issues became the second most reported issue based on a 19% increase. Issues related to chargebacks rose 46% compared to 2017.



Complaints related to mutual funds replaced common shares as the top investment product with a 10% increase. Scholarship trust plans fell from 30 cases in 2017 to 16 cases in 2018.



Compared to 2017, there were decreases reported in the top investment issues in 2018 in all categories except incomplete/inaccurate disclosure, which rose 17%. Cases related to suitability of margin or leverage decreased 39% compared to 2017.

