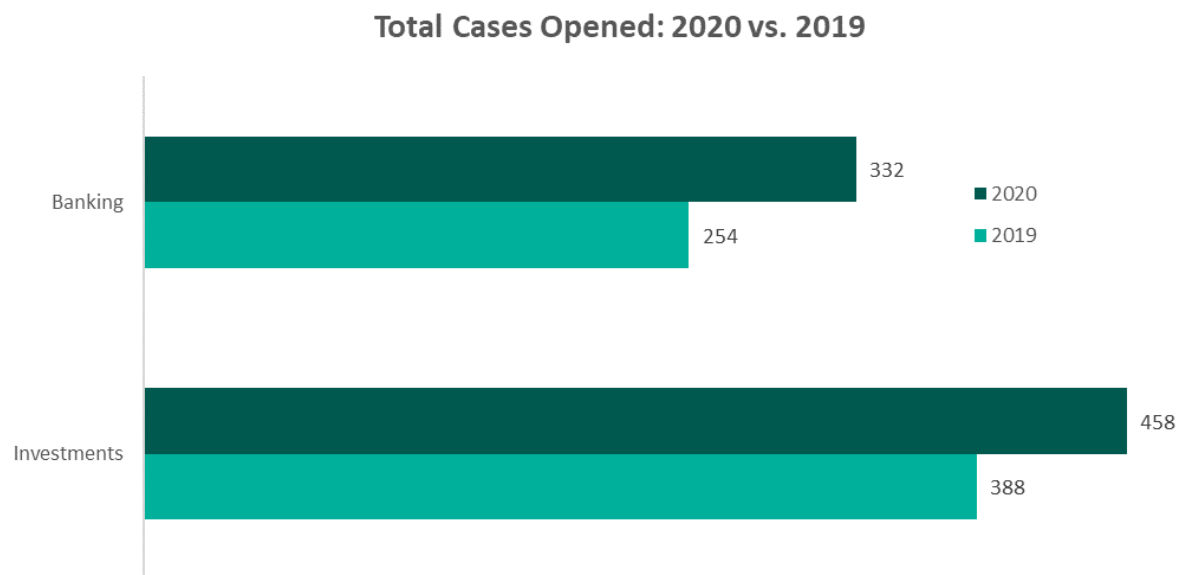


## FY 2020 Statistics

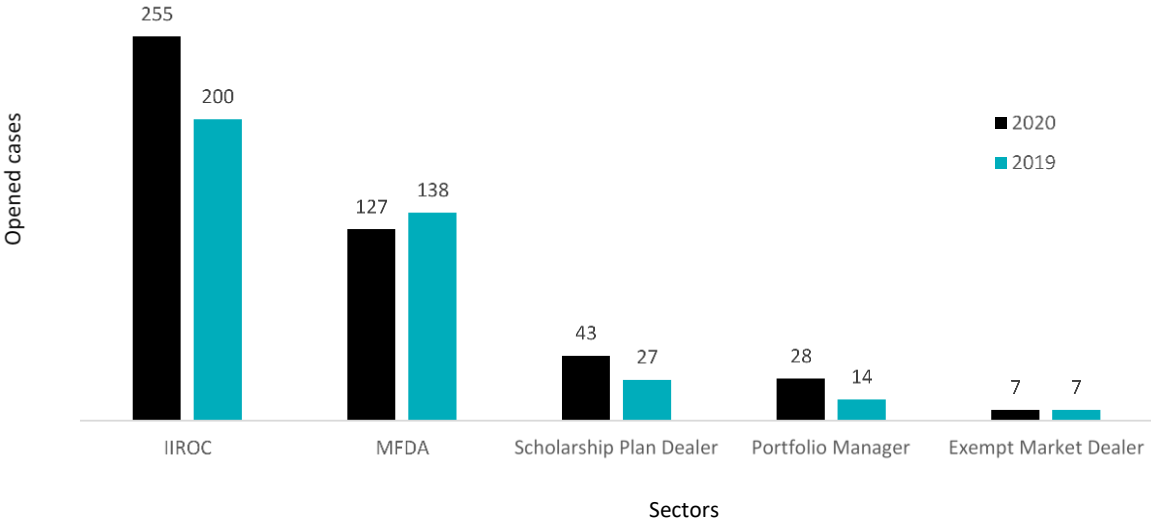
November 1, 2019 – October 31, 2020

Below is information relating to our full 2020 fiscal year. To view statistics for Q4 2020, [please click here](#). All figures are preliminary and subject to change.



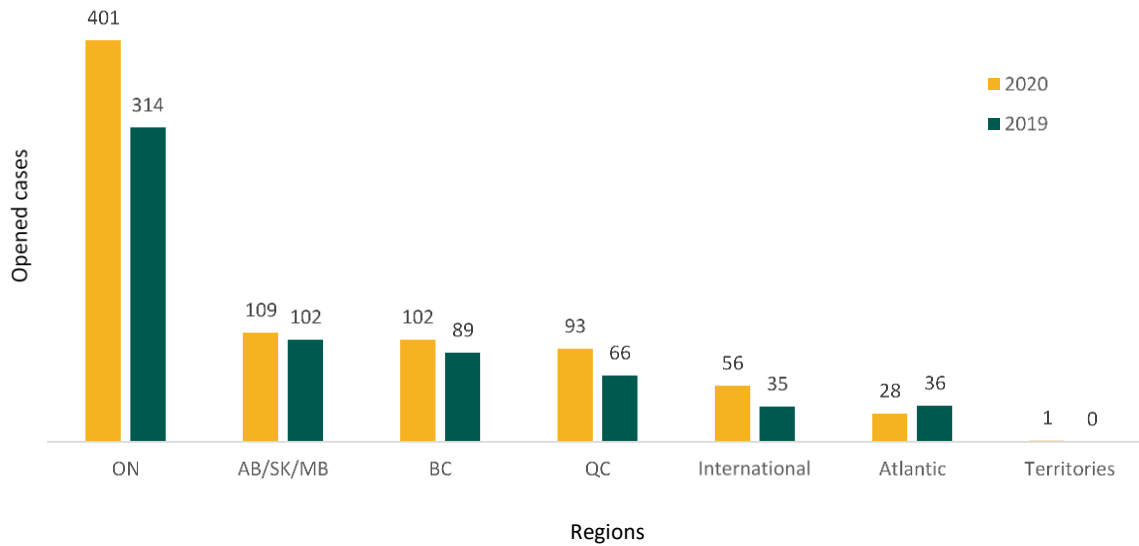
In 2020, OBSI saw a 31% year-over-year increase in cases relating to banking, and an 18% year-over-year increase in investment cases. Combined, the total number of cases we opened in 2020 increased 23% from 2019.

### Cases Opened by Investment Sector: 2020 vs. 2019



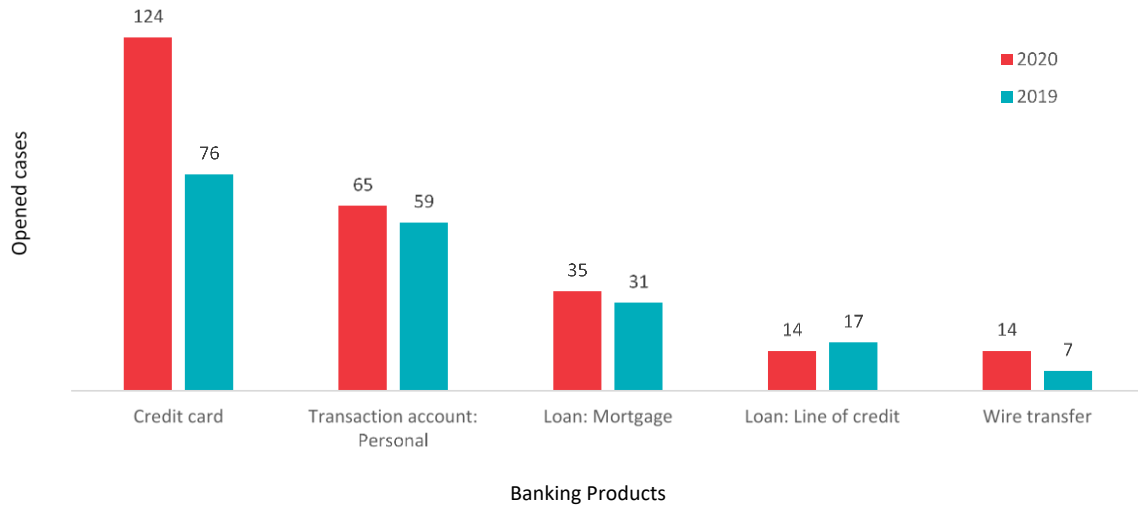
IIROC cases rose by 28% in 2020, while case volumes for scholarship plan dealers also saw an increase, rising by 60% compared to 2019, and cases involving portfolio managers doubled. During the year, MFDA cases saw a moderate decrease, dropping by 8% year-over-year. Exempt market dealer cases remained flat in 2020.

## Cases Opened by Region: 2020 vs. 2019



Ontario had the greatest number of complaints in 2020, 28% higher than in 2019. Apart from the Atlantic provinces, there was an increase in cases opened across all other regions of Canada in 2020 when compared to 2019. Quebec had the sharpest rise in cases, increasing 41% in 2020, while BC and the Prairie provinces saw more moderate case increases. Cases outside of Canada rose by 60% in 2020. Cases from the Territories remained very low.

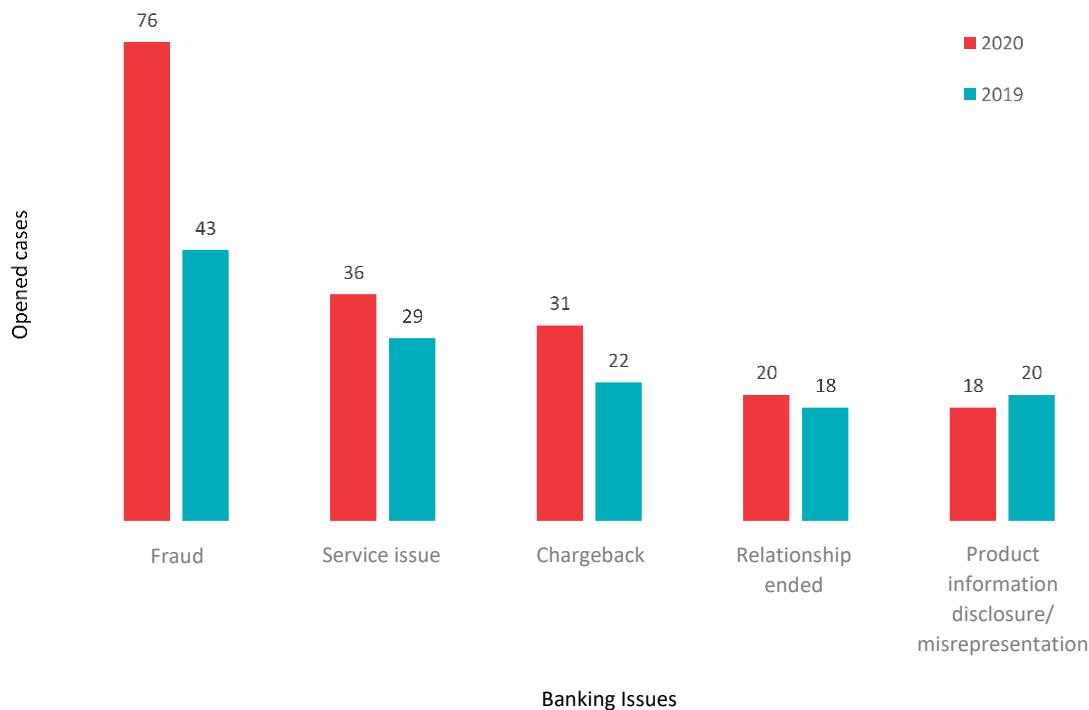
### Top 5 Banking Products: 2020 vs. 2019



In 2020, cases relating to credit cards led overall and rose significantly, increasing 63% in 2020 from 2019. Complaints related to personal transaction accounts and mortgage loans saw a slight increase in cases year-over-year. Complaints related to wire transfers doubled in 2020 when compared to 2019, while complaints related to lines of credit declined slightly year-over-year.

In 2020, the four top banking products remained the same when compared to 2019. Complaints related to wire transfers took the fifth spot in 2020, bumping complaints related to personal loans from the top five.

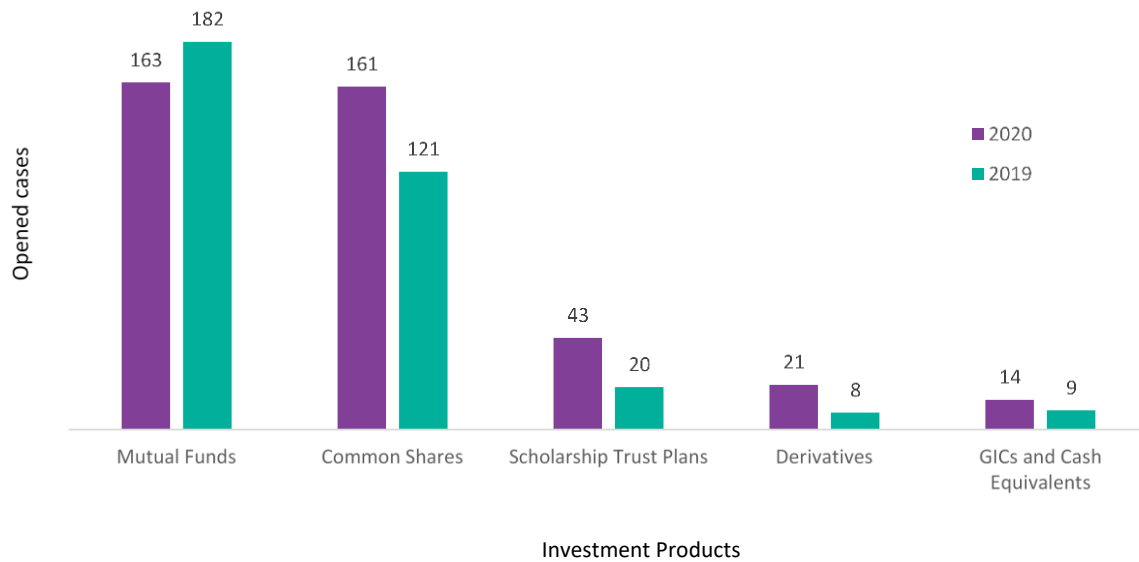
### Top 5 Banking Issues: 2020 vs. 2019



In 2020, fraud related cases continued to be the most reported banking issue, and also marked the most significant increase, rising 77% year-over-year. Service issues followed as the second most frequent subject of complaints, an increase of 24%. Issues related to chargebacks were also higher in 2020 compared to 2019. Relationship-ended cases and cases involving product information disclosure or misrepresentation remained approximately consistent with historical norms.

In 2020, the top three banking issues remained the same when compared to 2019. Relationship-ended cases took the fourth spot in 2020, bumping cases involving incomplete, wrong, or misrepresented information to the fifth spot.

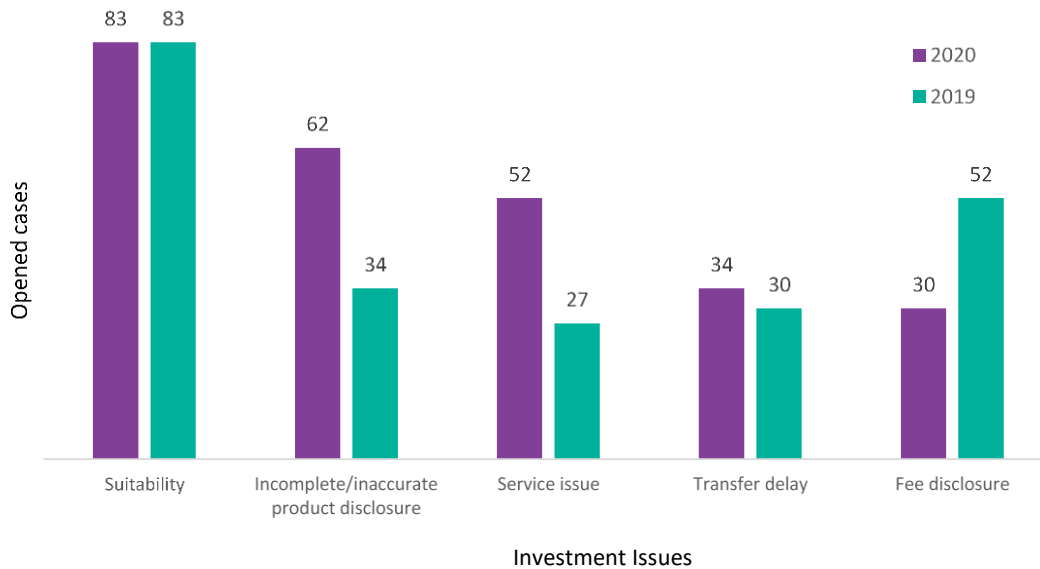
### Top 5 Investment Products: 2020 vs. 2019



Mutual funds had the highest number of complaints among investment products in 2020, though cases declined 10% year-over-year. All other products in the top five products list saw significant increases over 2019 levels: cases relating to common shares increased 33%, scholarship trust plan cases and cases related to derivatives both more than doubled, and cases involving GICs and cash equivalents rose 56%.

In 2020, the top three investment products remained the same when compared to 2019. Cases related to derivatives moved up to the fourth spot in 2020 from fifth last year, while GICs and cash equivalents rounded out the top five investment products list for the year.

## Top 5 Investment Issues: 2020 vs. 2019



Suitability issues continue to lead investment complaints, with no change from the number of cases in 2020 compared to 2019. Cases related to incomplete or inaccurate product disclosure followed as the second most complained about investment issue, nearly doubling in volume from 2019 levels. Service issue cases also nearly doubled in 2020 from 2019. Cases involving transfer delays saw a moderate increase, while fee disclosure cases saw a significant decrease year-over-year.

The top five investment issues from 2019 remained largely consistent but shifted positions in 2020. Cases related to incomplete or inaccurate product disclosure moved into the second spot in 2020 from third in 2019. Service issue cases moved into the third spot from fourth. Transfer delay remained in the fourth spot, while cases involving fee disclosure fell from the second most-complained-about issue in 2019 to fifth in 2020.