

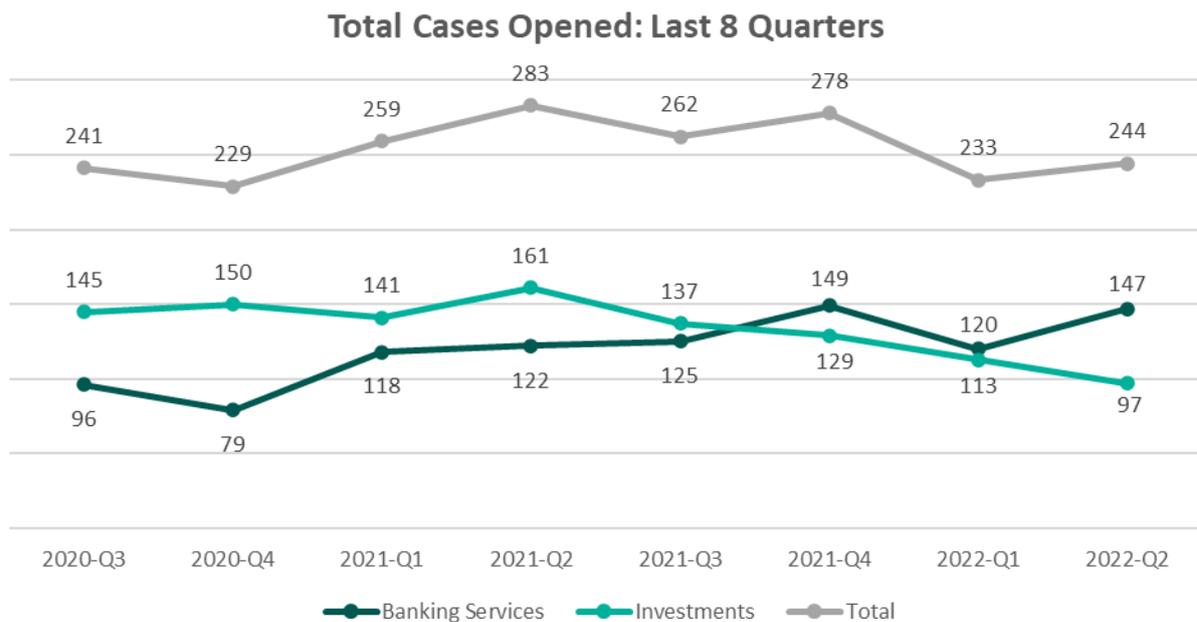
### Overall case volumes rise in the second quarter

Overall case volumes increased somewhat in the second quarter of 2022 from the first quarter due to rising bank complaint volumes, while investment complaints continued a four-quarter downward trend. Fraud related cases led banking concerns while investments complaints continued to be led by service issues.

#### In this report, we disclose Q2 and 8-quarter trend data for:

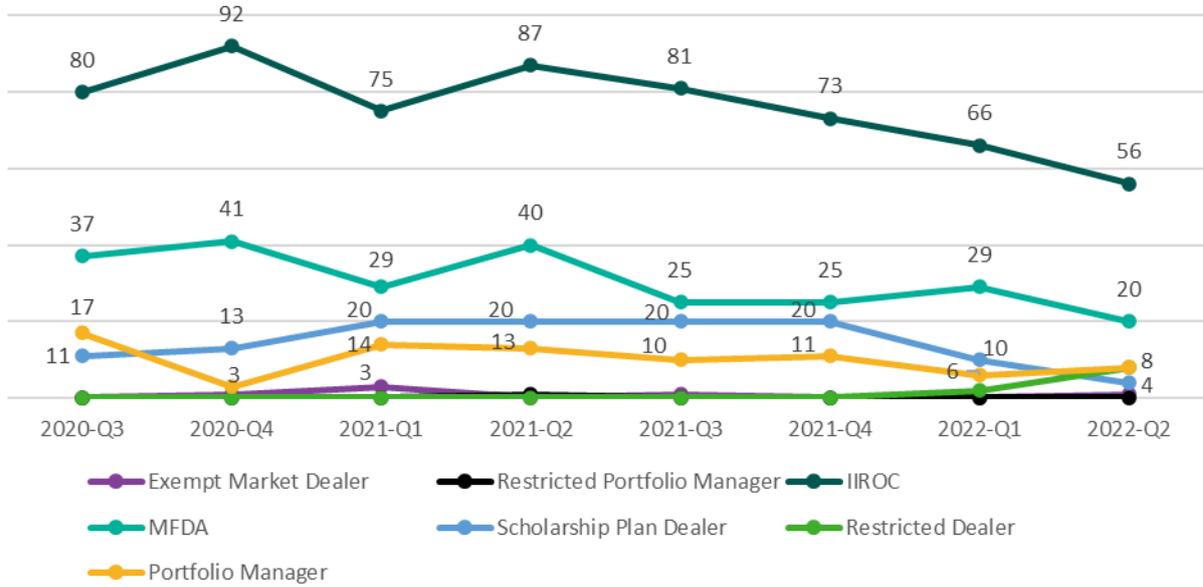
- Total cases opened
- Cases opened by investment sector
- Cases opened by region
- Top 5 banking products
- Top 5 banking issues
- Top 5 investment products
- Top 5 investment issues

The case volume charts below present preliminary case data from Q2 2022 (February 1, 2022 to April 30, 2022) alongside the last eight quarters for historical context.



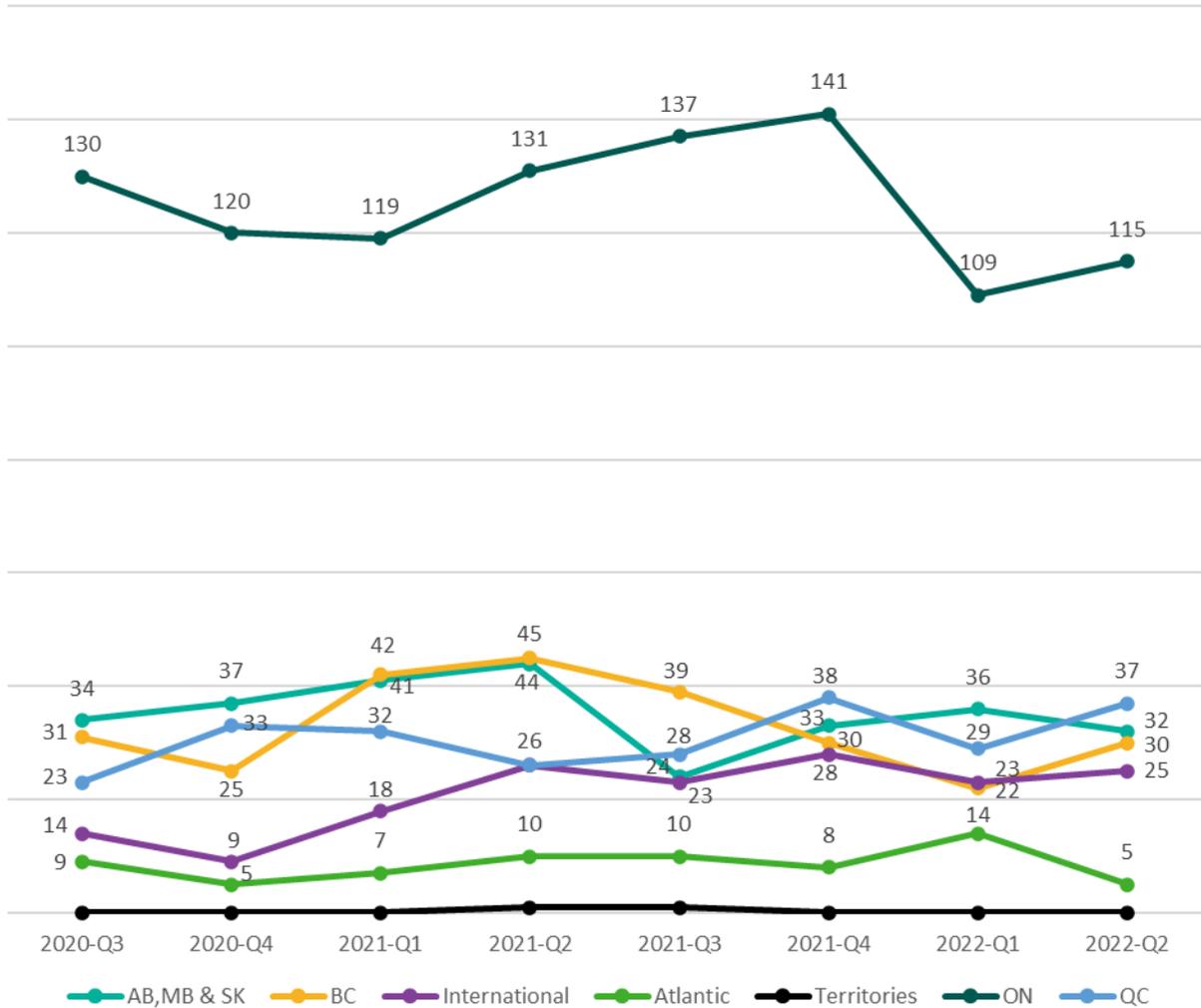
The second quarter of 2022 saw a 5% increase in overall case volumes when compared to Q1, and a 14% drop when compared to the same quarter last year. Investment cases continued a downward trend that began in the third quarter of 2021, decreasing 14% in Q2 from the prior quarter and 40% year over year. Banking cases approached the highs of Q4, 2021, rising 23% from the previous quarter.

### Cases Opened by Investment Sector: Last 8 Quarters



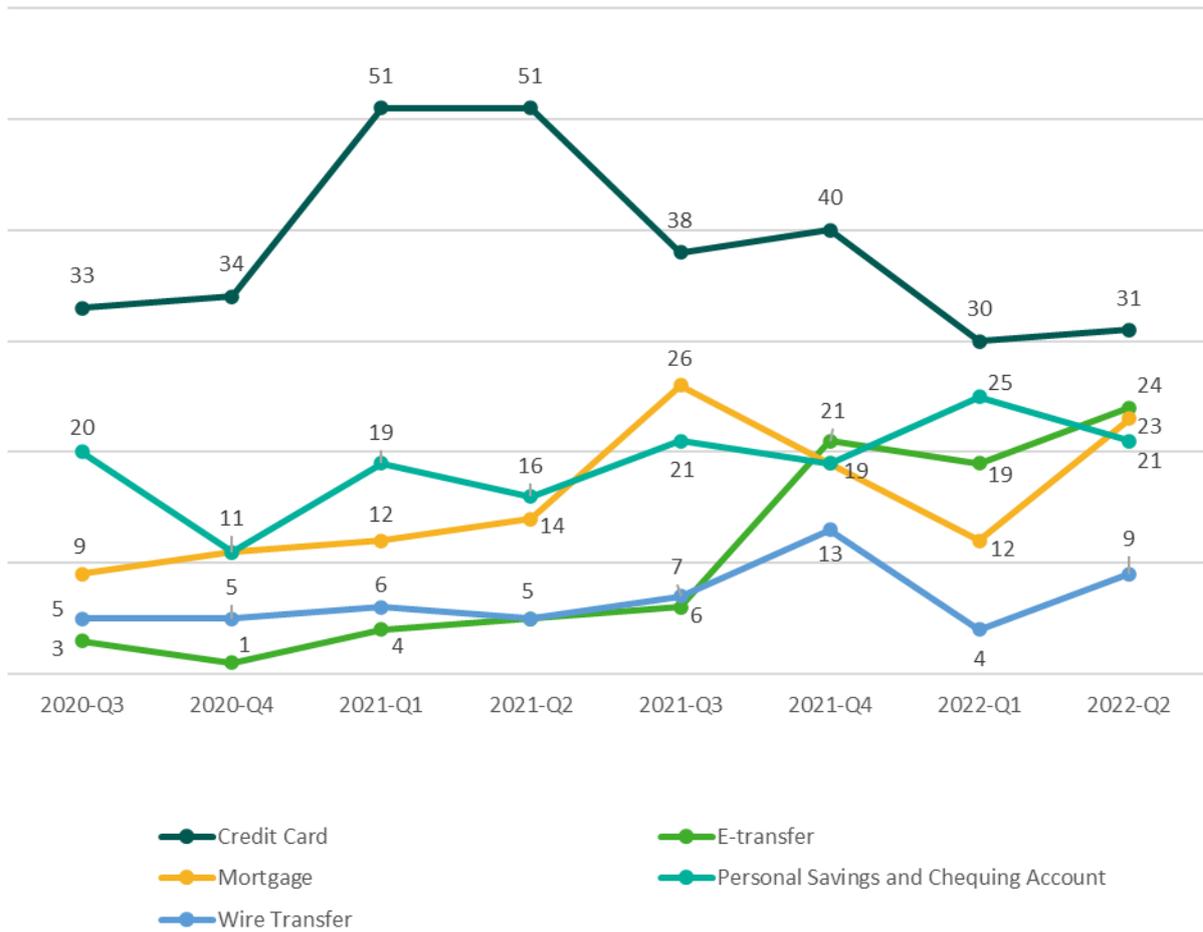
In the second quarter of 2022, IIROC (Investment Industry Regulatory Organization of Canada) cases continued a downward trend, dropping relative to both the previous quarter and the same period last year. MFDA (Mutual Fund Dealers Association) cases decreased 31% from the prior quarter, following a relatively flat year. Cases volumes for scholarship plan dealers decreased by more than half compared to the previous quarter and by 80% year over year. Case volumes for portfolio managers also decreased slightly. All other sectors remained generally low, consistent with the last eight quarters.

### Cases Opened by Region: Last 8 Quarters



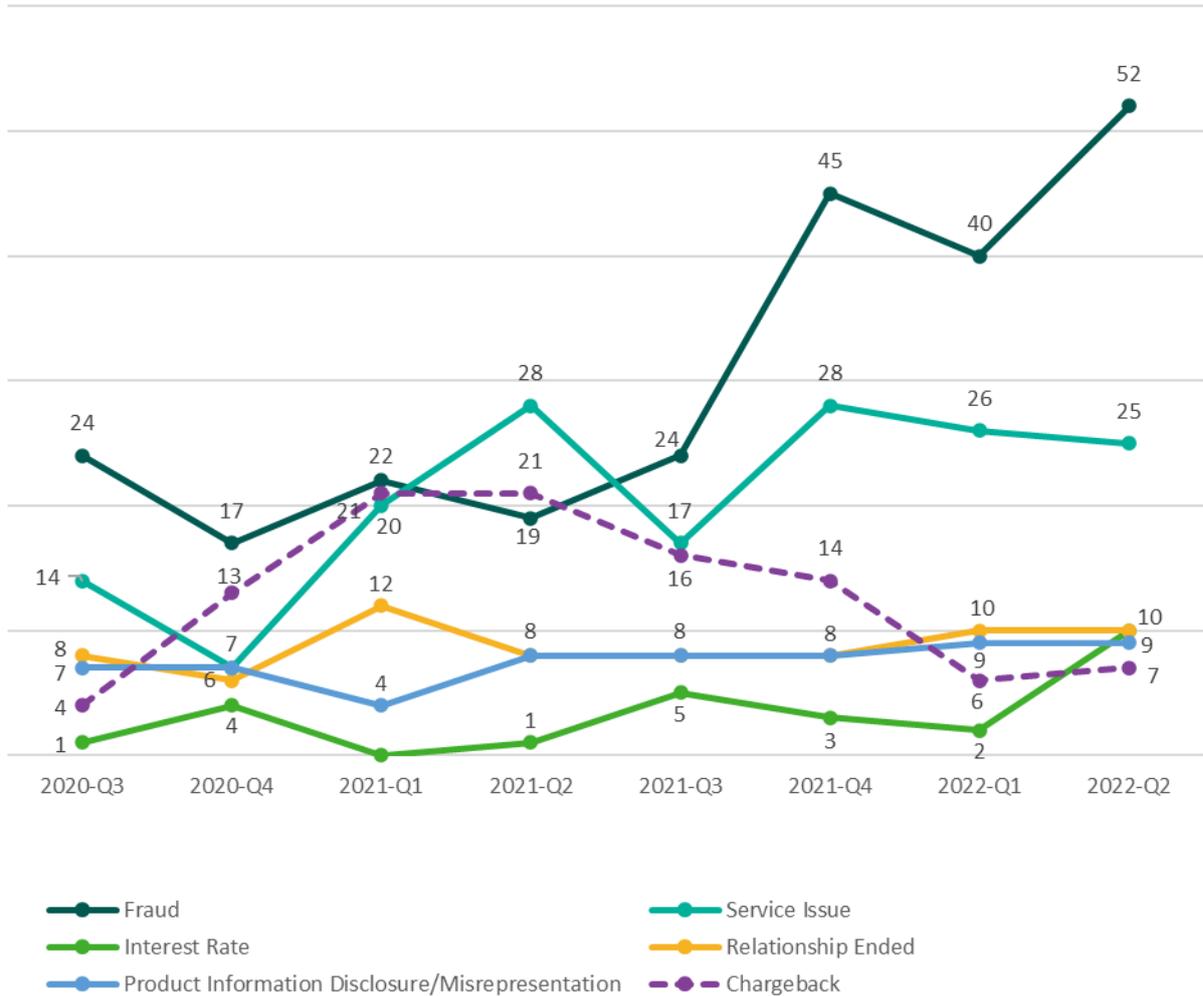
In Q2, 2022, Ontario cases rose slightly relative to the previous quarter, and were down 12% year over year. Cases in the Prairie provinces decreased slightly quarter over quarter. BC cases were up by 36% quarter over quarter after three quarters of decline. Quebec cases were up by 20% when compared to the previous quarter and up 42% when compared year over year. International cases maintained levels comparable to recent quarters. Cases in the Atlantic provinces were down significantly compared to the previous quarter but remained within the historically normal range. There were no cases from the Territories and Nunavut.

### Top 5 Banking Products: Last 8 Quarters



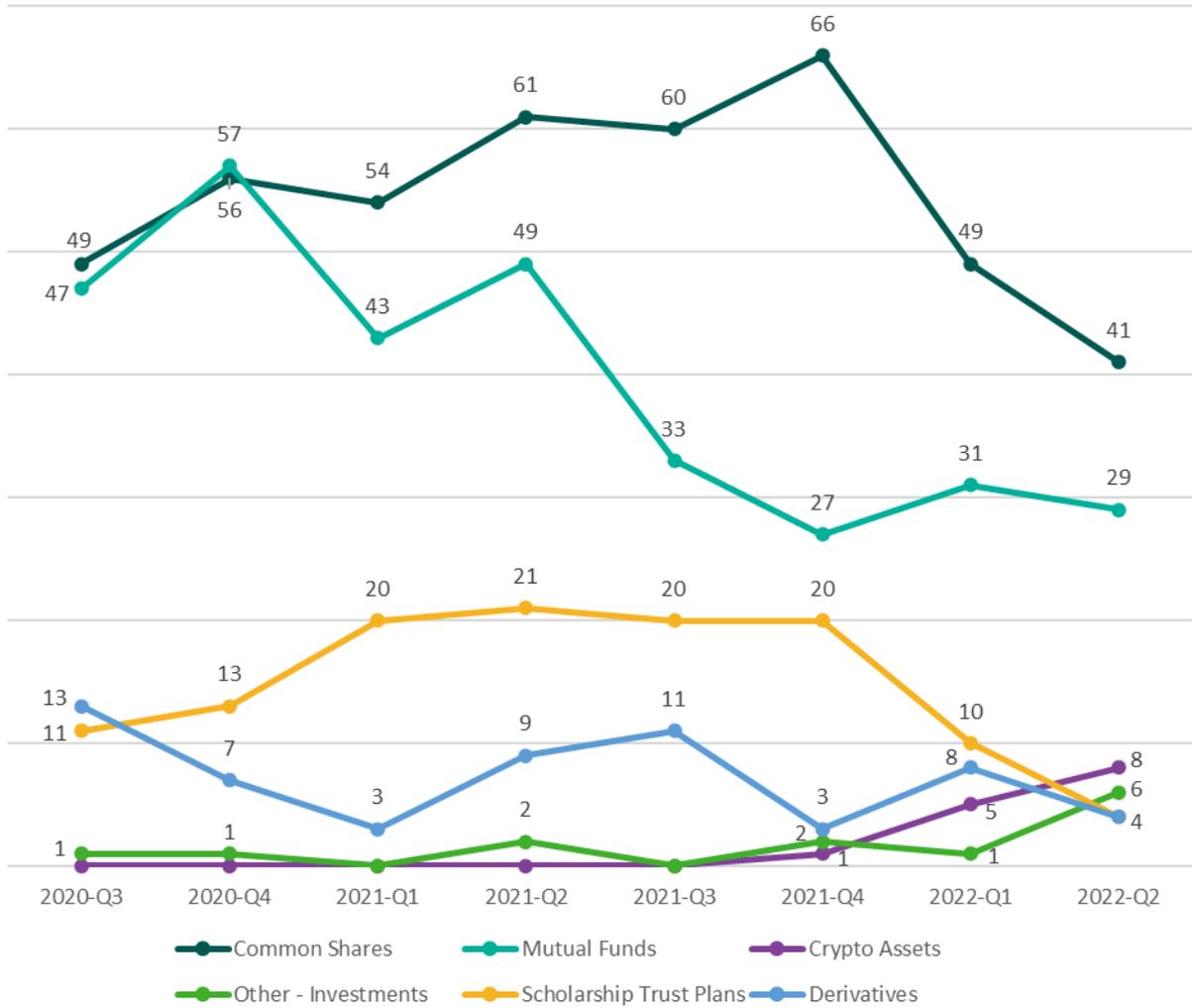
Complaints relating to credit cards continued to lead banking product, while remaining relatively low compared to the highs seen in the first two quarters of 2021. Personal account complaints declined 16% quarter over quarter in Q2, 2022 while mortgage complaints nearly doubled the last quarter, approaching the highs of Q3, 2021. E-transfer complaints rose 26% in Q2, 2022 from previous quarter and remained well above 2021 levels. Complaints related to wire transfers more than doubled in the second quarter of 2022 compared to Q1.

### Top 5 Banking Issues: Last 8 Quarters



Fraud complaints were the most reported banking issue in the second quarter of 2022, up 30% from the previous quarter and reaching an eight-quarter high. Interest rate complaints saw the most significant relative increase over recent quarters, which may be the start of a new trend as rates continue to rise. Service issues remained at higher levels consistent with recent quarters, while relationship-ended complaints and product information disclosure remained flat. Notably, banking issues related to chargebacks (which we chose to show in the chart with a broken line) did not make the top five list for the first time since Q3, 2018.

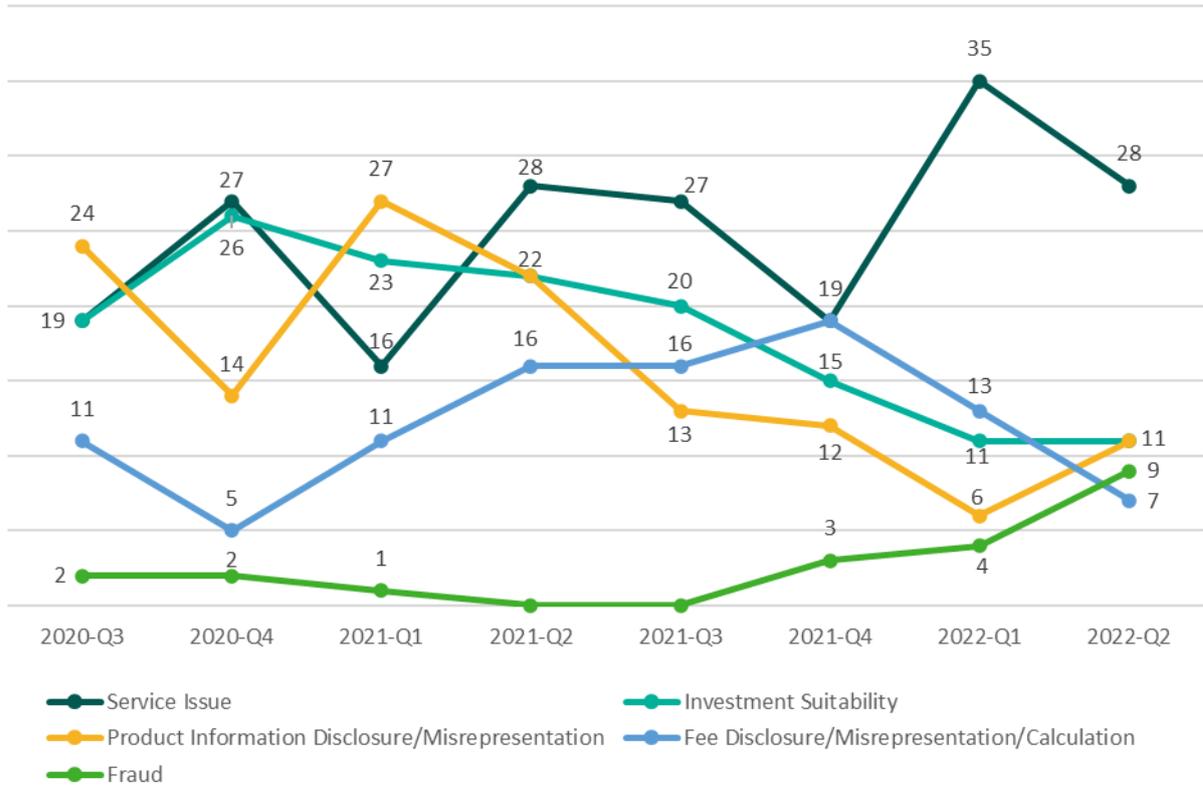
### Top 5 Investment Products: Last 8 Quarters



[Note: In Q2, 2022, we show six products in the top five list because two products had the same number of cases.]

In Q2, cases related to common shares decreased 16% from the previous quarter but remained the leading product complaint among investors by a significant margin. Mutual fund complaints were flat compared to Q1, 2022, remaining significantly below the highs reached in Q4, 2020. Cases related to scholarship trust plans declined by more than half in the second quarter of 2022, continuing a downward trend. Cases related to crypto assets continued to rise in the second quarter.

### Top 5 Investment Issues: Last 8 Quarters



In Q2, service was again the leading issue among investors (with roughly two-thirds related to non-technical issues), declining from the Q1 high and in line with recent quarters. Fraud cases continued a steady climb which began in fall of last year. Suitability complaints were flat in the quarter following the downward trend of the past year, while concerns with product information disclosure nearly doubled, reversing a steady downward trend. Complaints related to fee disclosure also remained low relative to recent quarters.