



## Consumer survey 2024 results

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### Overview

OBSI surveys all consumer who used our service about their experience within 30 days after their case has closed.

In 2024, we received 998 responses to our survey from 25% of consumers whose cases were closed during the year. Survey results and comments are reviewed by our management team to identify areas for improvement and to better understand the concerns of OBSI's consumers.

### What was asked?

We asked consumers for feedback about their overall experience with OBSI's dispute resolution process. Comment boxes were available at the end of each question or section for additional remarks. Our survey questions remained unchanged from the previous year.

### Survey results

Our consumer surveys consistently show that there is a strong correlation between receiving compensation and higher reported satisfaction with our services. In 2024, 27% of consumers gave our services a favourable rating and would recommend our service while 19% were satisfied with the outcome of their complaint. We recommended settlements (monetary and non-monetary compensation) in 26% of cases. Below are the results of the survey showing responses for consumer's who were satisfied or dissatisfied with the outcome of their case. Percentages may not equal 100% due to rounding.

### Next Steps

Our review of the results has helped us to identify opportunities for improvement to our Consumer Portal and consumer communications throughout the investigative process. We will also continue to invest in resources to manage our case timeliness.

Consumer Survey 2024		2024		
		FAV	NEUTRAL	UNFAV
How likely would you be to recommend OBSI to a friend or family member?	Satisfied	94%	4%	3%
Not very likely/Likely	Dissatisfied	9%	7%	82%
How easy was it to find out about OBSI and its services?	Satisfied	86%	11%	4%
Very difficult/Somewhat difficult/Neither difficult nor easy/Somewhat easy/Very easy	Dissatisfied	36%	34%	30%
Did you submit your complaint using OBSI's online complaint form?	Satisfied	73%		27%
No/Yes	Dissatisfied	84%		16%

Consumer Survey 2024		2024		
		FAV	NEUTRAL	UNFAV
Our service standard is to complete banking complaints in 120 days and investment complaints in 180 days.	Satisfied	84%		16%
Did we meet this standard for your case? No/Yes	Dissatisfied	51%		49%
Did OBSI provide you with a final written conclusion or recommendation?	Satisfied	92%		8%
No/Yes	Dissatisfied	83%		17%
Was OBSI's final written conclusion or recommendation clear?	Satisfied	93%	6%	1%
Very unclear/Somewhat unclear/Neither unclear nor clear/Somewhat clear/Very clear	Dissatisfied	38%	19%	43%
Did OBSI provide services to you free of charge?	Satisfied	99%		1%
No/Yes	Dissatisfied	94%		6%
Overall, do you think the service from OBSI was:	Satisfied	97%	2%	2%
Poor/Somewhat poor/Neither poor nor good/Somewhat good/Very good	Dissatisfied	11%	15%	73%
Did the OBSI complaint process affect your mental health positively or negatively?	Satisfied	77%	15%	8%
Very negative effect/Somewhat negative effect/Neither negative nor positive effect/ Somewhat positive effect/Very positive effect	Dissatisfied	3%	19%	79%

Consumer Survey 2024		2024		
		FAV	NEUTRAL	UNFAV
How easy was it to complete the form?	Satisfied	84%	15%	1%
Very difficult/Somewhat difficult/Neither difficult nor easy/Somewhat easy/Very easy	Dissatisfied	37%	41%	22%
Did you use OBSI's Consumer Portal to view or share information about your complaint with OBSI?	Satisfied	63%		38%
No/Yes	Dissatisfied	57%		43%
How easy was it to use the Consumer Portal?	Satisfied	81%	18%	2%
Very difficult/Somewhat difficult/Neither difficult nor easy/Somewhat easy/Very easy	Dissatisfied	40%	41%	20%
Were you able to lodge your complaint in the official language of your choice? (Either English or French)	Satisfied	97%		3%
No/Yes	Dissatisfied	97%		3%
Were you satisfied with the outcome of your complaint?	Satisfied	100%	0%	0%
Very satisfied/Somewhat satisfied/Neither satisfied nor dissatisfied/Somewhat dissatisfied/Very dissatisfied	Dissatisfied	0%	4%	96%
Did OBSI help you to understand the complaint process and/or OBSI's Terms of Reference?	Satisfied	87%	12%	1%
No/Somewhat/Yes	Dissatisfied	26%	39%	35%