

## Responses to questions received – Banking & Securities Reviews

### In relation to Requests for Proposals for Experienced Reviewer to Conduct an Independent Evaluation of the Ombudsman for Banking Services and Investments

Posting date: November 28, 2025

#### Question 1

Which cities will the Evaluator be expected to visit for the purpose of meeting stakeholders?

**Response:** It is expected that a considerable amount of, or perhaps all, stakeholder outreach will take place electronically or through online modes of communication. Any in-person meetings are expected to take place in Toronto (Canada).

#### Question 2

Does OBSI have any expectations about the total numbers of individual banking complaint files and investment complaint files to be reviewed?

**Response:** OBSI expects the Evaluator to use their professional judgment to select a review sample that is statistically significant and representative of the various case types and outcomes described in the Request for Proposals. There is no fixed number required; instead, the sample should ensure a fair and comprehensive evaluation of both banking and investment complaint files. We note that in prior reviews, between 50 and 75 complaint records were reviewed for this purpose.

#### Question 3

Can the complaint files be reviewed electronically? If only on an OBSI-supplied computer, can this be taken and used outside Canada?

**Response:** OBSI's case records are all accessible electronically through up to two OBSI computers (which will be provided to the Evaluator for the purpose of the evaluation). These computers can be shipped to and used in most countries outside Canada. In order to identify any potential security concerns, Evaluators must specify the countries they will use the OBSI computers in.

#### Question 4

Can the final presentations to the OBSI Board of Directors, FCAC and JRC in May 2026 all take place within one week or, if not, by video-conferencing?

**Response:** Yes.

**No changes to the RFP documents are required**