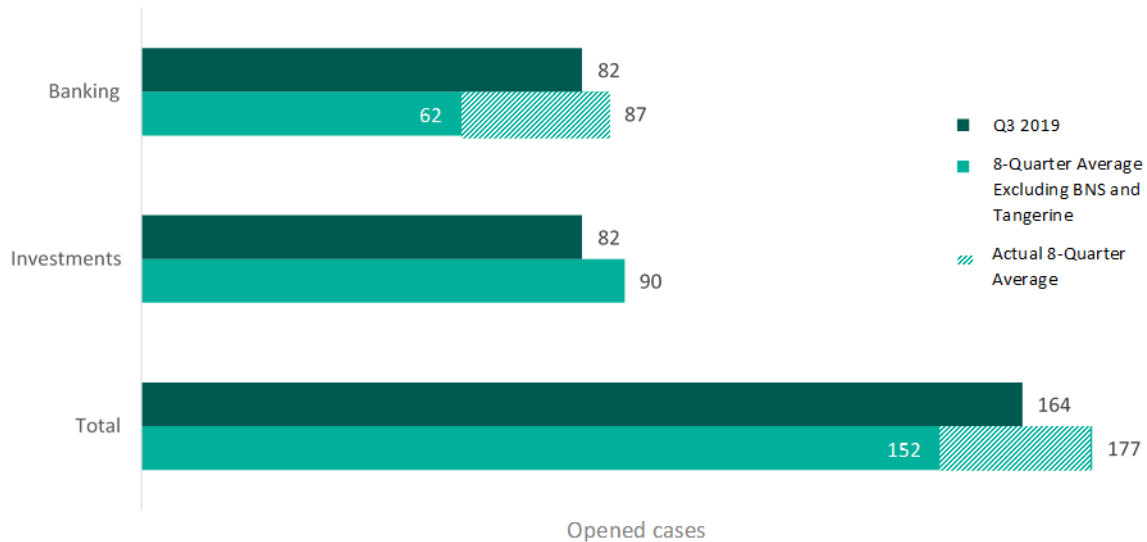




Q3 2019

May 1 – July 31, 2019

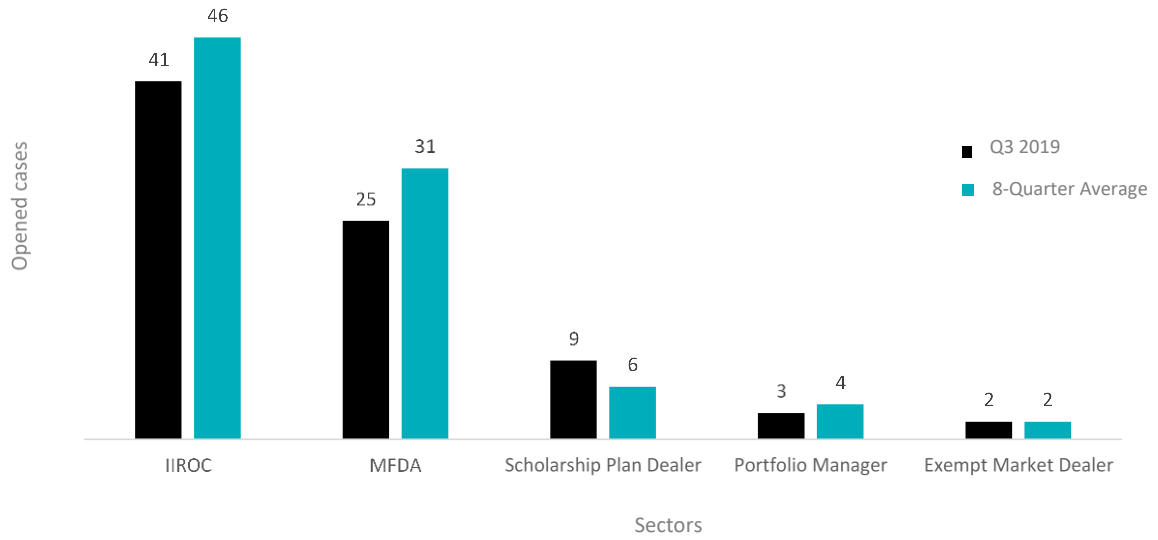
Total Cases Opened: Q3 vs. 8-Quarter Average



To better compare this quarters' case volumes against our historical norms, the banking charts are presented showing an eight-quarter average both including and excluding the cases from Bank of Nova Scotia (BNS) and its subsidiary Tangerine, which are no longer participating banks. Investment cases are unaffected by these departures.

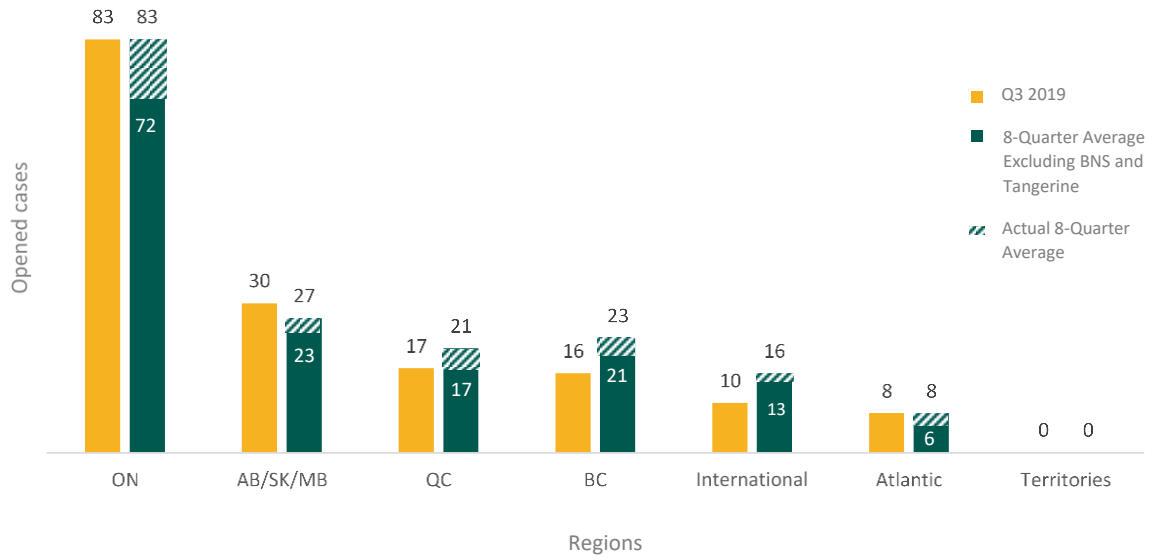
Banking cases opened in the third quarter were 32% higher than the adjusted eight-quarter average. Investment cases opened also increased in Q3, 10% above the eight-quarter average. Combined, total cases opened were 8% higher than the adjusted eight-quarter average.

Cases Opened by Investment Sector: Q3 vs. 8-Quarter Average

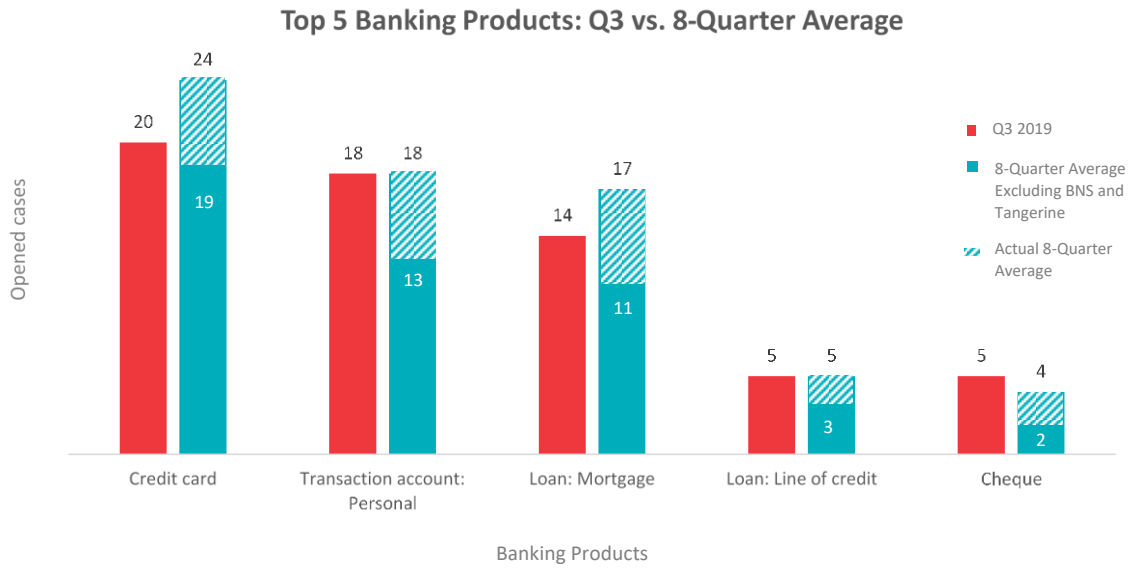


The third quarter of 2019 saw cases related to IIROC firms fall 11% compared to the eight-quarter average. MFDA cases were 19% lower than the eight-quarter average. Cases involving scholarship plan dealers increased in Q3, 33% above the eight-quarter average. Case volumes for portfolio managers and exempt market dealers remained approximately consistent with historical norms.

Cases Opened by Region: Q3 vs. 8-Quarter Average

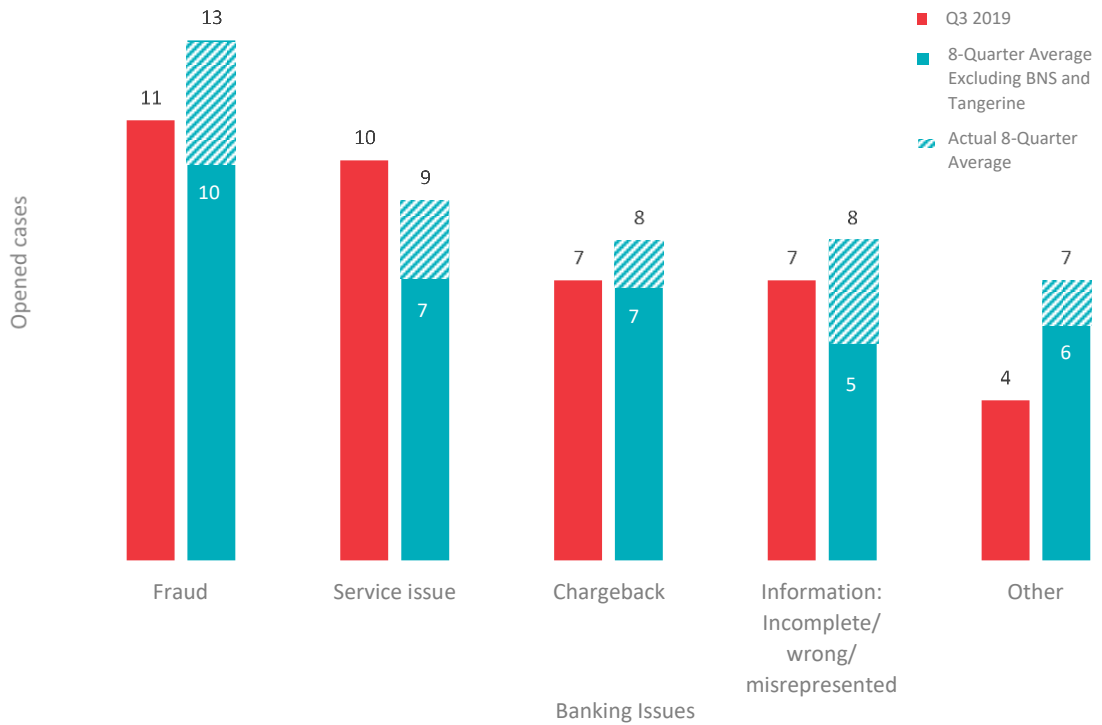


In Ontario, cases opened in the third quarter of 2019 rose 15% compared to the adjusted eight-quarter average. Cases opened in Alberta, Saskatchewan and Manitoba rose 30% compared to the adjusted average over the past eight quarters. Q3 cases opened in Quebec remained consistent with the adjusted eight-quarter average. In BC, cases opened were 24% lower than the adjusted eight-quarter average. Cases opened from outside Canada fell 23% compared to the adjusted eight-quarter average.



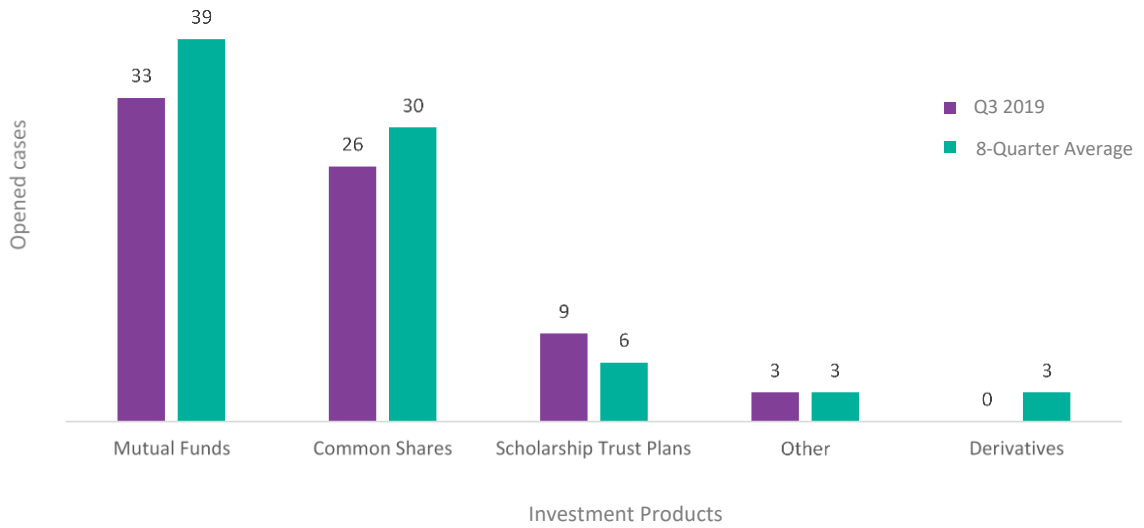
Credit card complaints were 5% above the adjusted eight-quarter average. Personal account complaints rose 38% compared to the adjusted eight-quarter average and mortgage related complaints were 27% higher than the adjusted eight-quarter average. Complaints related to lines of credit and cheques each rose slightly in Q3.

Top 5 Banking Issues: Q3 vs. 8-Quarter Average



Fraud remains the issue that generates the most banking complaints. Fraud complaints in Q3 were 10% higher than the adjusted eight-quarter average. Service issues rose, 43% higher than the adjusted eight-quarter average. Information incomplete/wrong or misrepresented and complaints related to chargebacks remained within the historical norm.

Top 5 Investment Products: Q3 vs. 8-Quarter Average



Cases related to mutual funds fell to 33 in the third quarter, 15% lower than the eight-quarter average. Common shares complaints fell slightly, 13% lower than the eight-quarter average. Complaints related to scholarship trust plans rose sharply in Q3, one third above the historical norms.

Top 5 Investment Issues: Q3 vs. 8-Quarter Average



Aside from cases related to investment suitability, which fell 36% in Q3 compared to the eight-quarter average, there were minor variations in reported investment issues. Fee disclosure/misrepresentation/calculation became the most frequently complained about issue, followed by suitability and product information/disclosure and representation.