



Ready for you

2018 Ombudsman Annual Report



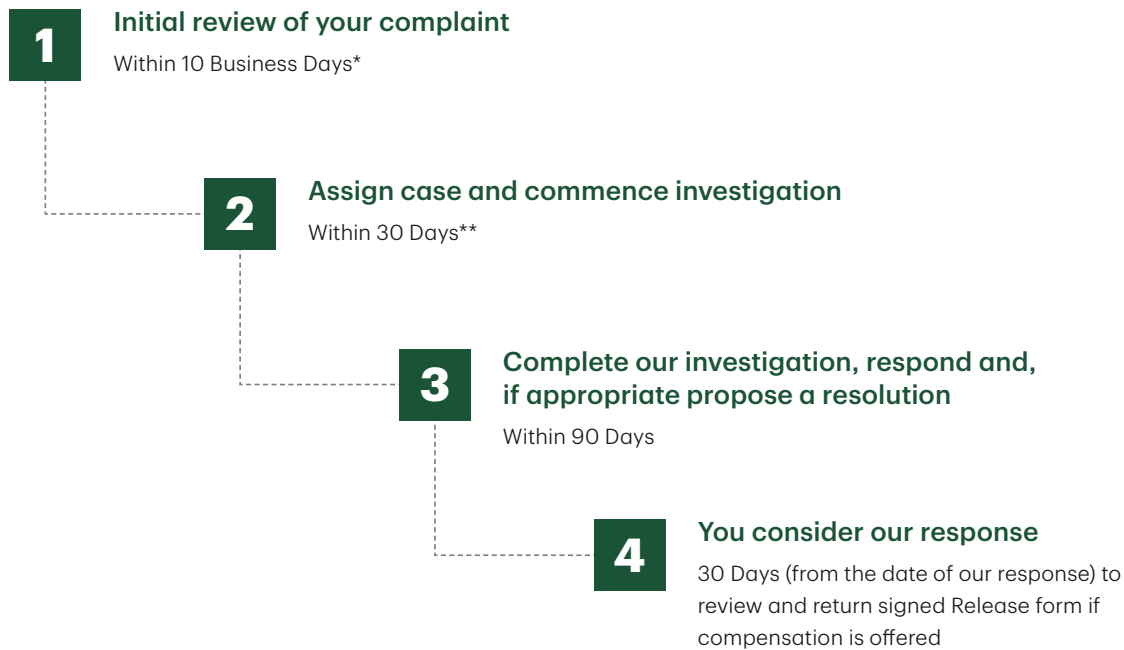
This Annual Report

This report presents the TD Ombudsman's Office results for the fiscal year ending October 31, 2018. It also provides valuable information about how we operate and how our customers can access our dispute resolution services. To learn more, please visit us [online](#).

Our Mandate

The TD Ombudsman's Office is an impartial body within TD Bank Group ("TD" or "Bank") charged with reviewing Canadian customer complaints that remain unresolved after the completion of the first two steps of [TD's Customer Problem Resolution Process](#). Our Office will investigate complaints and act as a liaison between customers and all business areas within TD, including: TD Canada Trust, TD Auto Finance Canada, TD Wealth (Canada), TD Direct Investing, and TD Insurance. Our Office does not report directly to any of these business areas in order to protect our impartiality in addressing customer concerns. Provided complaints fall within our mandate, our services are accessible to all TD customers, free of charge.

What You Can Expect If You Send Us Your Complaint



* Provided you have made available the necessary information about your complaint.

** From the date we receive the signed Agreement from you. The Agreement is sent after the initial review of your complaint (Step 1) is complete.

Fast Facts

- We resolved 99.5% of our investigations within 90 days and 46% within 60 days (i.e., Step 3 above).
- We found in favour of the customer in 44% of cases we completed (i.e., the recommendation for resolution fully or partially supported the customer's requested outcome which includes re-extending a previous recommendation made during an earlier step in TD's Customer Problem Resolution Process).

STEP 1: INITIAL REVIEW OF YOUR COMPLAINT

When you contact our Office with a complaint, whether by phone, email or post, we will acknowledge receipt of your complaint within three business days. Once you have provided the necessary information about your complaint in writing, we will carry out an initial review to determine if your complaint falls within our mandate. We commit to completing this initial review within ten business days.

Help us with the initial review of your complaint

In order to respond to your initial complaint in a meaningful and timely manner, it is important that you:

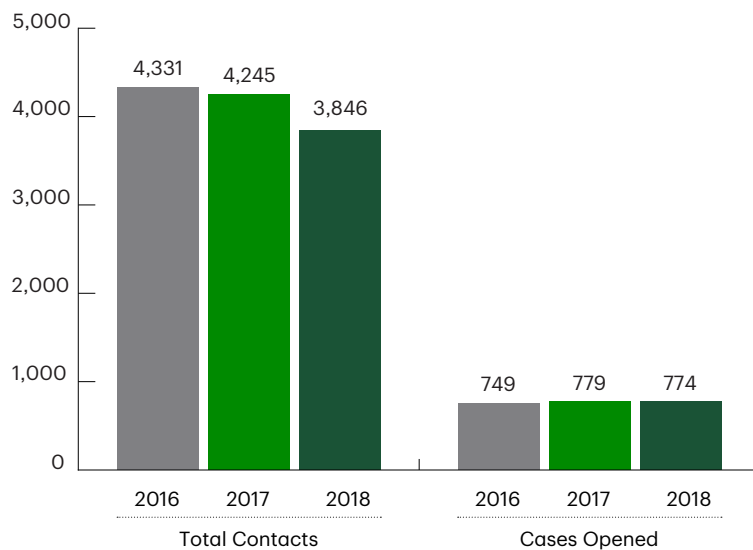
- Make sure you have completed the first two steps of [TD's Customer Problem Resolution Process](#) and have received a written response directing you to contact the Ombudsman's Office
- Provide us with a written summary of your complaint, clearly identifying:
 - The issues you would like our Office to review
 - The details of your complaint, including names of relevant parties, dates, places, times, etc.
 - Any specific aspect of the previous written responses you received from TD that you disagree with and why
 - What you are seeking by way of resolution (e.g., reversal of fees, an apology, etc.)
- Confirm your contact information (e-mail, postal address and phone number) and preferred communication method

Complaints outside our mandate

While our Office strives to be responsive to all TD customer concerns, some common complaints fall outside of our mandate to review. Unless there are extenuating circumstances, the Ombudsman's Office will not review complaints relating to:

- Bank policies, including credit granting or risk management decisions
- Interest rate levels
- Other charges or fees that are disclosed
- Matters where legal action has already commenced or has been concluded
- Complaints that have not yet been investigated by the first two steps of [TD's Customer Problem Resolution Process](#)

Total Contacts and Cases Opened



Note: Most of these contacts to our Office required further investigation by the first or second step of TD's Customer Problem Resolution Process and were referred to the appropriate group for review.

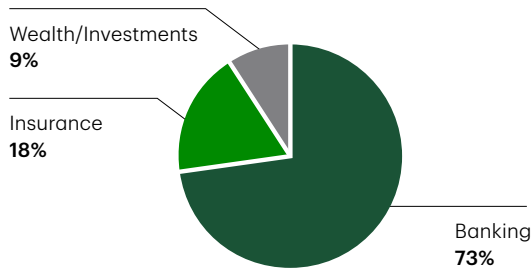
STEP 2: ASSIGN CASE AND COMMENCE INVESTIGATION

If your complaint falls within our mandate, we will send you an Agreement detailing the terms of the dispute resolution process. Once we have received a signed Agreement from you, a case file will be opened and an investigator will be assigned. We will also provide you with confirmation that a case has been opened and when you can expect to hear from an investigator.

The year in review

In 2018, our Office opened a total of 774 cases, slightly lower compared to 2017. Our average time to complete an investigation was **58 days** both overall and for Banking cases, with 99.5% of our cases closing within 90 days. Banking-related cases comprised the majority of our investigations. The most frequent complaints were related to general service issues such as the clarity of information provided to customers or process errors. We continue to recommend preventative measures to TD's various businesses to address the complaints and frustrations observed by our Office.

Cases Opened by Business Unit



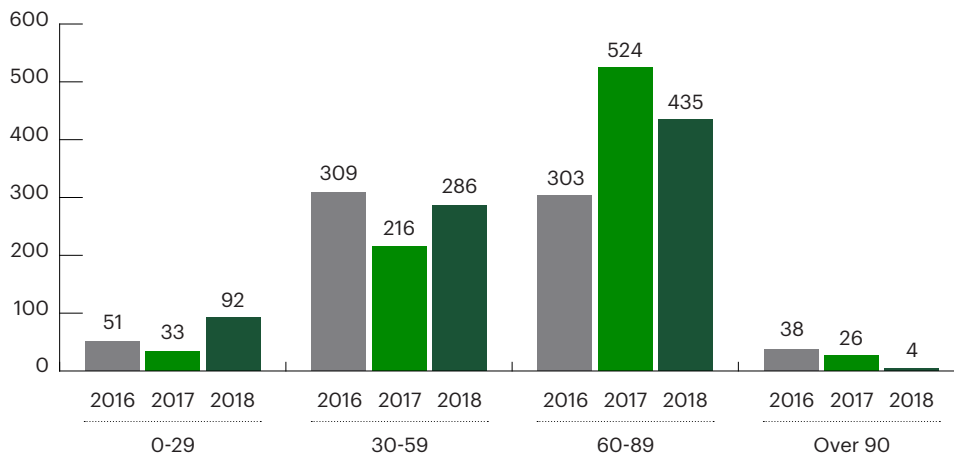
Note: Banking cases include branch, fraud, and other product-related concerns.

STEP 3: COMPLETE OUR INVESTIGATION, RESPOND AND, IF APPROPRIATE PROPOSE A RESOLUTION

An investigator will thoroughly examine your concerns. In doing so, they may conduct interviews, review documentation and records, research external sources and examine specific transactions. Your co-operation throughout this process is necessary to ensure a comprehensive investigation is completed. It is our objective to complete all investigations within 90 days; however, complex cases can take longer. Many of our cases continue to be fully investigated within 60 days. We commit to keeping you informed of our anticipated completion date throughout the process.

Once the investigator has completed their review, they submit a final report and recommendation for review by the Ombudsman or Deputy Ombudsman. After approval, a written response is sent to you outlining the investigation findings and any recommended resolution.

Days to Complete



Case Study: Grandparents Scam

A TD customer received a call from an individual claiming to be their grandchild. This individual claimed they had been involved in an accident and were being detained at a police station until they paid \$10,000.00 to be released. The individual posing as the grandchild asked the customer for the money. The customer went to a local branch and withdrew the funds. The branch representatives questioned the customer as to why they needed these funds and warned the customer about the risks of carrying such a large sum of cash. The customer advised the branch representatives that the funds were for a family member and for renovations. The branch representatives asked the customer to sign a release from liability form then provided the funds as requested. The customer left the branch and arranged to send the funds via courier as instructed by the individual claiming to be their grandchild.

After sending the funds, the customer spoke to their grandchild and realized that the situation had been fabricated by an unknown third party. The customer felt that the branch representatives could have done more to alert the customer regarding the possibility of a scam and that TD should take some responsibility for the customer's loss by offering to reimburse at least a portion of the loss.

The TD Ombudsman's Office investigated the complaint and concluded that the branch representatives' actions were reasonable. The customer acknowledged that they had not been forthcoming with the situation and the purpose of the funds. TD has processes in place that require branch representatives to take additional care when processing large withdrawal requests. In this case, the branch representatives followed appropriate processes and questioned the customer at length about the purpose of the withdrawal. This can be challenging as branch representatives do not want to offend or create an uncomfortable experience for the customer. It is also important that branch representatives respect a customer's right to make their own financial choices.

Unfortunately, these types of scenarios are increasingly common. It is important that customers only complete transactions with individuals they know and trust. To help protect yourself, please be mindful of the following red flags, tips and resources.



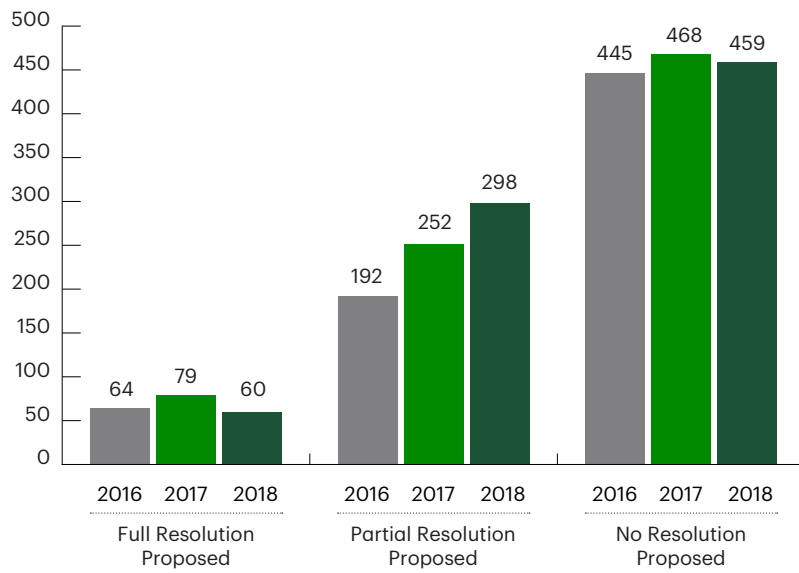
Red Flags To Watch Out For

- The nature of the message or call is urgent
- The caller is asking for funds to be sent immediately
- You are asked not to tell anyone about the situation
- You are told to give a specific explanation to the Bank about the reason for withdrawing the funds that is different from the real reason for the withdrawal
- You are asked to deposit or transfer funds to someone you don't know or to an unfamiliar account

Tips to Protect Yourself

- If the situation is urgent and someone you think you know is requesting funds, confirm the situation with the individual using their known contact information to verify the story before sending the funds
- Consult with a family member or someone you trust
- If you have any concerns, contact [TD](#), call the number on the back of your access card or speak with a branch representative

Case Outcomes



Note: Banking outcomes for 2018:
Of 576 Banking cases, full resolution was proposed for 41 cases, partial resolution was proposed for 209 cases and no resolution was proposed for 326 cases.

Ombudsman Observations: Wire Transfers

Our Office reviewed several cases related to wire transfers this year and noticed recurring issues related to 1) incorrect information and 2) scams. To help prevent future challenges, we want to highlight the following tips.



What to Know

- 1) Incorrect Information:** Both incoming and outgoing wire transfers can be delayed or rejected if incorrect payment instructions are received or provided. This can be particularly problematic if it involves foreign currency as exchange rates may increase or decrease to your detriment. It is a discretionary business and/or risk decision to block or allow each wire transfer. Make sure you confirm all the wire transfer details (especially the account information), expected timelines and review associated fees before confirming to proceed. The sending bank, the intermediary bank or the beneficiary bank may convert the wire payment for any reason, including that the wire payment is not in the currency of the beneficiary account.
- 2) Potential Scam:** If you are contacted by someone you don't know and asked to wire money (for example, as part of a business arrangement), make sure you validate the individual or business prior to sending money. Never send money to strangers: You are responsible for knowing who you are transacting with.

STEP 4: YOU CONSIDER OUR RESPONSE

If our recommendation is for the Bank to provide compensation or some other form of resolution, we ask you to confirm your acceptance of our recommendation within 30 days. Payments or other forms of compensation will only be extended once you have signed our Release form.

If our recommendation does not provide you with the outcome requested or you otherwise reject our recommendation, you may escalate your concern to the appropriate external ombudservice.

Where you can go if you do not agree with our proposed resolution

- For banking complaints, the external service is the [ADR Chambers Banking Ombuds Office \(ADRBO\)](#).
- For investment complaints, the external service is the [Ombudsman for Banking Services and Investments \(OBSI\)](#).
- For general insurance complaints, the external service is the [General Insurance Ombudsman \(GIO\)](#).
- For life and health insurance complaints, the external service is the [OmbudService for Life & Health \(OLHI\)](#).
- For Quebec residents, the external service is the [Autorité des marchés financiers \(AMF\)](#) for general insurance, life and health insurance complaints as well as for investment complaints (note: Quebec residents may alternatively engage the OBSI for investment complaints).

Fast Fact

- The external complaint bodies for TD customers' banking and investment complaints, the ADRBO and the OBSI, found in favour of the customer in 15% of the cases they reviewed (i.e., the recommendation for resolution fully or partially supported the customer's requested outcome which includes re-extending a previous recommendation made by our Office).

Ombudsman Observations: Timely Review of Statements

Reviewing your statements – digital or paper – on a timely basis can help catch an error or clarify a miscommunication. It can also highlight spending habits to help with your financial planning. When statements are not regularly reviewed and an issue arises down the road, it is more challenging to rectify, especially if records have been deleted or timelines have expired.

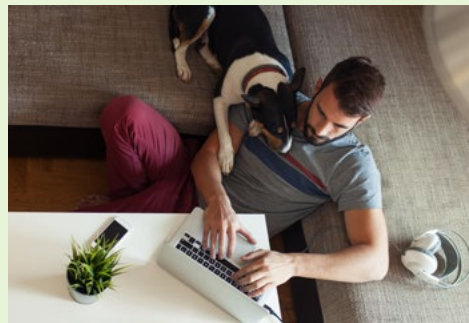
Our Office reviewed several cases involving issues identified by customers after reviewing their statements. To help prevent and identify future issues, we want to highlight the following tips.

What to Know

A prompt review (within 30 days) can help identify:

- Any unusual or unauthorized activity in your account
- Questions about fees being higher than expected

If you have questions or are unsure about your account activity, be sure to contact your TD representative or follow the contact details on your statement.





About the TD Ombudsman, Kerry Robbins

Kerry Robbins has been the TD Ombudsman since September 2014. Kerry has worked at TD for over 20 years in increasingly senior roles in a wide variety of areas, including Direct Channels, Branch Banking, and Real Estate Secured Lending. Kerry has a BA from King's College at the University of Western Ontario and a Masters of Business Administration from Anglia Business School in Cambridge, England. She also serves as Director on the boards of the Canadian Centre for Ethics and Corporate Policy and the London Children's Museum. Kerry is recognized in the Bank for her breadth of experience and business knowledge and her wide network of contacts, sense of fairness, and integrity.

Further information

TD's Customer Problem Resolution Process:

www.td.com/to-our-customers/resolving-your-problems/comments.jsp

Protecting our Customers:

www.td.com/to-our-customers/customer.jsp

TD Ombudsman:

www.td.com/ombudsman.jsp

E-mail: td.ombudsman@td.com

Telephone: 1-888-361-0319 or 416-982-4884

Facsimile: 1-866-891-2410 or 416-983-3460