

# 2024 Complaint Officers Annual Problem Resolution Report

Innovation Federal Credit Union (“Innovation”) is committed to fostering consumer trust and transparency in ensuring fair, efficient, and responsive complaint-handling processes in line with the *Bank Act* and the Financial Consumer Protection Framework Regulations (the ‘Framework’). Overseen by the Financial Consumer Agency of Canada (“FCAC”), this framework enhances consumer confidence through clear, timely resolutions.



## Step 1: Contact Us

First Point of Contact



Our objective is to resolve any complaint you have about our products and services at the First Point of Contact. Our dedicated team works to resolve most complaints at Step 1 of our three-step resolution process, typically within two business days. You will receive an acknowledgement of your complaint at first point of contact.

# 1



## Step 2: Escalation to Senior Management

Designated Employee



If you are not satisfied with the resolution we offer, or if we do not respond to your complaint within 14 days of bringing it to our attention, we will automatically send it to our senior management who are considered “Designated Employees” for further review and resolution.

# 2



## Step 3: Escalation to Complaint Officer

Senior Designated Employee



A Complaint Officer, a “Senior Designated Employee” will review your complaint if it is not resolved to your satisfaction within a suitable timeline, or at any time if you ask us to escalate to their level. Under the provisions of the Bank Act and Framework, Innovation is expected to resolve all Member complaints within 56 days. You will receive a written notification when your complaint is closed or resolved.

# 3



## Not satisfied with your resolution?

If you are not satisfied with how your complaint was handled or the resolution that was proposed, please visit our advice centres or our website for more information on our external complaints body, the Ombudsman for Banking services, and our regulatory body, the FCAC, at <https://www.innovationcu.ca/help/service-concerns.html>



### Average Time to Address Complaint

12.5 Days



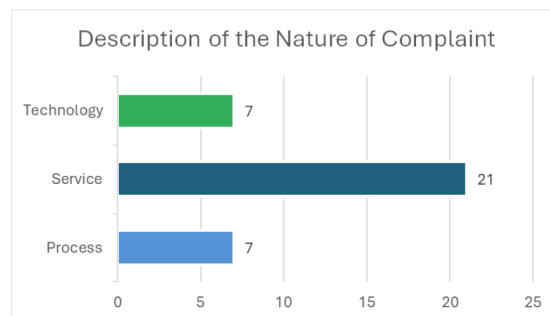
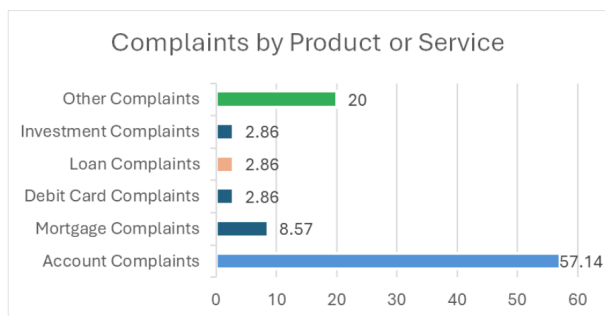
## 2024 Complaints

Innovation is pleased to provide an overview of the number and a description of the nature of any complaints that were dealt with by Complaint Officers from January 1, 2024, to December 31, 2024:

Total Number of Complaints Received By Complaint Officer	
Total Number of Complaints	35
Complaints Resolved <sup>1</sup>	30
Complaints Closed <sup>2</sup>	5

<sup>1</sup>A case is considered resolved if we have resolved the case to the satisfaction of the member.

<sup>2</sup>A case is considered closed if we have been unable to resolve the case to the satisfaction of the member.



## Contact Us

We encourage our members to follow our problem resolution procedures and bring their concerns to our attention as soon as possible:

- Visit our website: <https://www.innovationcu.ca/help/contact-us.html>
- Call us: 1.866.446.7001
- Email us: [webmail@innovationcu.ca](mailto:webmail@innovationcu.ca)
- Message us through digital banking: More > Help > Contact Us > Concern/Complaint
- Send a letter to an advice centre: <https://www.innovationcu.ca/help/find-an-atm-branch.html>
- Visit an advice centre: <https://www.innovationcu.ca/help/find-an-atm-branch.html>