



**SBI Canada Bank**

**Complaint Statistics**

<b>Annual complaint statistics</b>	<b>2017</b>
Total number of complaints received during the year	18
Total number of complaints dealt with the Bank (where substantive reply was provided, resolved as per Bank's opinion)	18
Total number of complaints escalated to external complaint body for resolution	1
Average length of time taken by the Bank to deal with the complaint	2.5 days