

1 Annex 1BR

Complaints publication report

This table belongs to *DISP* 1.10A.2R.

Complaints publication report

Firm name: **BMO Asset Management Ltd**

Group: (if applicable): **Bank of Montreal**

Other firms included in this report (if any): **N/A**

Period covered in this report: **1 November 2017 – 30 April 2018**

Brands/trading names covered: **BMO GAM**

Product / service grouping	Number of complaints opened by volume of business		Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and credit cards	per 1000 accounts	N/A						
Home finance	per 1000 balances outstanding	per 1000 sales						
Insurance and pure protection	per 1000 policies in force	per 1000 policies sold						
Decumulation and pensions	per 1000 policies in force	per 1000 policies sold						
Investments	3.25	17.64	505	489	31.29%	65.54%	51.49%	Other general admin / customer service
Credit related	- (Recommended only) per 1000 accounts / loans	- (Recommended only) per 1000 sales			N/A	N/A		N/A