



ANNUAL COMPLAINT REPORT 2023

At Peoples Bank, we strive to provide the best customer experience we can.

This report presents Peoples Bank's complaint information for the fiscal year ending December 31, 2023.

COMPLAINT INFORMATION:

Total complaints received by Peoples Bank's Complaint Officer: 3 complaints

The average length of time taken by Peoples Bank's Complaint Officer to resolve complaints: 5 days

The products or services to which the complaints related: Deposits/Customer Service

Description of the nature of the complaints: All the complaints were related to a customer service issue, resulting from delays in receiving call-backs from Customer Service agents.

Number of complaints that Peoples Bank's Complaint Officer resolved to the satisfaction of the person who made the complaint: 2 complaints