

Annual data – Customer complaints Desjardins Group - 2024

Customer complaints report Desjardins Group - 2024

Desjardins Group is committed to the comments, suggestions or dissatisfaction of its members and clients. To promote trust among its clients, Desjardins Group has implemented a complaint-handling process based on the principles of fairness, integrity and good governance. Complaints are analyzed in a fair, objective and neutral manner.

What is a complaint?

A complaint represents a situation related to Desjardins Group's products and services that has not been resolved to the satisfaction of the complainant.

Annual data on the handling of complaints - Year 2024

The various Desjardins entities and subsidiaries have been grouped according to the product and services offered. Thus, the four main sectors of activity include :

- Property and casualty insurance: home and auto insurance, business insurance;
- Life and health insurance: group insurance, life insurance, disability insurance, critical illness and travel insurance as well as segregated funds;
- Caisses and Federation: Quebec and Ontario Caisse network, credit, financing, credit cards;
- Wealth management: savings products and investments.

Annual data

2024	
Complaints received between January 1 and December 31, 2024	1 662
Complaints Processed and Closed in 2024	1 675
Resolution rate ²	21 %
Average time to process a complaint	42 days

1 – The number of complaints completed and closed in 2024 is higher than the number of complaints received due to complaints received in the previous year (2023) and closed in 2024.

2 – Agreements reached and complaints withdrawn by complainants. A complaint may be withdrawn for several reasons. The most common reason for withdrawing a complaint is that the complainant feels that he or she has received sufficient explanations.

Complaints handled by sector of activity

Sector of activity	Number
Property and casualty insurance	671
Life and health insurance	351
Caisses and Federation	574
Wealth Management	79
Total	1 675