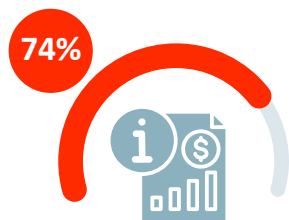


Compliance Report Card 2023

Financial Requirements

To ensure that the CCTS can provide customers with free and effective complaint resolution services, the CCTS requires Participating Service Providers (PSPs) to comply with two financial requirements:



Disclosure of financial information to the CCTS

74% of PSPs provided the required financial information from 2018 – 2023.



Payment of CCTS fees

30 service providers owed the CCTS outstanding fees for more than 3 months.