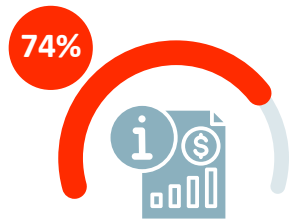


Compliance Report Card 2024

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 – 2024.



Payment of CCTS fees

All providers must pay their invoiced fees within 30 days.