

CBA's full statement in response to Go Public's stories and the FCAC review  
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Banks in Canada are deeply committed to doing what's right for Canadians and operating with high ethical standards, which has been consistently neglected in Go Public's reporting. The Financial Consumer Agency of Canada, an independent, regulatory body, recently concluded an extensive review of more than 100,000 pages of bank documents and more than 600 employee interviews and, "did not find wide-spread mis-selling." The FCAC review also confirmed that "consumers carry out millions of successful transactions every day without incident." This is credible and meaningful.

Banks succeed by meeting customers' evolving needs and fostering a united, team-based culture built on trust and values-based engagement. This culture is more important than ever as technology and consumer habits change the way Canadians bank. And when mistakes happen, banks work diligently and quickly to make them right, while providing clients and employees with multiple channels for providing feedback and raising concerns. Banks listen intently to, and value, the feedback employees provide on how banks can continue to support their work experience and deliver better service to their fellow Canadians.

Banks have worked hard to earn the confidence of millions of Canadians, including the more than 275,000 employees who work in banking across the country. These hardworking professionals are part of their communities. Their children attend the same schools as their customers, they fundraise for good causes along with their neighbours, they cheer their local sports teams and contribute to the fabric of our country. They are rightly proud of the work they do to help their fellow Canadians achieve their financial goals. Since first reporting on concerns related to sales practices more than a year ago, Go Public has pursued a narrative that maligns these intentions and the contributions bank employees make to Canada.