













2021: Q4 REPORT

RECO'S SERVICE STANDARDS REPORT outlines the levels of service the public, including registrants, can expect for most services under normal circumstances. RECO endeavours to meet or exceed these standards.

Due to the pandemic and exceptionally high intake volumes, processing times are longer than usual. New and reinstatement applications are our priority. Please check your MyWeb dashboard for application status updates.

| SERVICE | TARGET | YEAR TO DATE | CURRENT QUARTER | STATUS QUARTER |
|--|----------|--------------|---|---|
| | | | Oct.-Dec. | |
|  Visiting RECO's office If a meeting has not been arranged, visitors will be greeted at reception and wait less than five minutes to speak to someone who is able to provide assistance unless we advise otherwise. | 5 min. | N/A | N/A | N/A |
| | | | <i>Office not open to public during pandemic.</i> | |
|  Contacting RECO by phone The wait time when calling RECO's main switchboard is less than two minutes. | 2 min. | 3:56 min. | 59 sec. |  |
|  Registration application processing* New Salesperson Applications: <ul style="list-style-type: none"> processed within eight business days | > 80% | 88% | 80% |  |
| Salesperson/Broker Renewal Applications: <ul style="list-style-type: none"> processed within eight business days | > 80% | 56% | 45% |  |
| Reinstatement Applications for Brokers and Salespersons: <ul style="list-style-type: none"> processed within eight business days | > 80% | 98% | 99% |  |
| New Business Applications: <ul style="list-style-type: none"> processed within 15 business days | > 80% | 99% | 100% |  |
| <small>*Please note these standards are for non-complex applications and assume all required supporting documentation was provided with the application. Beginning in 2021, our Service Level Agreement for Reinstatement for Brokers and Salespersons, and New Salesperson Applications have been updated from 10 days to eight days.</small> | | | | |
|  Complaints—average time to close Complaints that are not escalated are closed on average within the target time | 110 days | 137 days | 150 days |  |

