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## ***i-Sight Complaint Management Software*** Chosen by Ombudsman for Banking Services and Investments

**Ottawa, Canada – July 3, 2003** – Customer Expressions, a leading provider of web-based complaint management solutions, today announced that the Ombudsman for Banking Services and Investments (OBSI), has selected i-Sight complaint management software to track consumer complaints and manage investigations. OBSI joins a growing group of financial services complaint handling organizations that have chosen i-Sight for this purpose.

***“With clients like OBSI, the IDA, the GIO, it is clear that i-Sight offers the kind of robust functionality for case management that the market is demanding.”***

“We appreciated i-Sight’s flexibility, and we were able to configure the complaint management software to meet our specific complaint management and investigation needs of our staff across Canada.” said Michael Lauber, Ombudsman and CEO of OBSI. He continued, “Our objective is to provide customers of banking and investment services in Canada with effective complaint resolution services, and i-Sight complaint management software will help us achieve that goal.”

“Organizations such as OBSI are entirely focused on complaint management, so their decision to select i-Sight complaint management software after a thorough and competitive evaluation clearly demonstrates that our product is on the right track,” said Joe Gerard, Vice President of Sales and Marketing, Customer Expressions. “With clients like OBSI, the IDA, the GIO, it is clear that i-Sight offers the kind of robust functionality for case management that the market is demanding.”

Customer Expressions is a trusted supplier of customized complaint management software that meets the specialized needs of the financial services sector, Gerard said. “Our ability to deliver powerful yet easy-to-manage systems, on time and on budget, has allowed us to build our reputation as the leader in complaint management software .”

### **About Customer Expressions**

Based in Ottawa, Canada, Customer Expressions ([www.customerexpressions.com](http://www.customerexpressions.com)) is a leading provider of web-based case management solutions for regulators and enterprises focused on quality assurance and customer service. Customer Expressions has gained an international reputation for best-in-class software that enables managers to improve customer retention and profitability. The privately held firm provides i-Sight, integrated case management software for complaint handling, corrective and preventive action management (CAPA Management), compliance monitoring, and other business processes that require case management.

### **For further information, please contact:**

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