



**CTBC BANK**  
中國信託銀行

## **Complaints and Inquiries**

CTBC Bank Corp. (Canada) is committed to maintain a strong and mutually-satisfying relationship with every customer. If you have a complaint or inquiry about your account we would like you to inform us immediately. Please give us details of your complaint or inquiry by notifying us at any CTBC Bank branch location. The following are steps you can use to facilitate your complaint process.

### **Step 1: Start at the source and tell us about your concern**

If a problem occurs usually the best way to resolve it is to address it at the point where the problem originated. That way you'll be dealing with someone who understands the details and can offer appropriate and timely solutions. You can always get in touch with us at any time to discuss your concern and ask to have a manager take part in the discussion. You can visit your local branch or you can contact us by phone or mail. Valuable time can be saved by collecting all the relevant information before you make your initial contact.

Vancouver Branch  
2799 Granville St. Vancouver, BC V6H 3J1  
604-683-3882

Richmond Branch  
120 – 5911 No. 3 Road, Richmond, BC V6X 0K9  
604-233-1261

Burnaby Branch  
105 – 4501 Kingsway, Burnaby, BC V5H 0E5  
604-437-3868

Toronto Area Branch  
A28 – 505 Highway 7 East, Markham, ON L3T 7T1  
905 418-8869

### **Step 2: Escalate your concern**

If your problem is not resolved to your satisfaction with your first contact you can elevate your concern to the President by asking a manager to do so on your behalf or by yourself by sending your correspondence to: #305 – 2608 Granville St. Vancouver, BC V6H 3V3 or calling Telephone # 778-309-6800.

### **Step 3: Contact CTBC Ombudsman's office**

Subsequent to addressing and going through the first two steps and your concern has not been resolved to your satisfaction you are encouraged to write to CTBC Ombudsman at: CTBC Ombudsman, #305 – 2608 Granville St. Vancouver, BC V6H 3V3.

## Step 4: Contact CTBC External Ombudsman's office

After escalating your concern to all levels within the Bank and you are still not satisfied with the resolution, you may contact the Ombudsman for Banking Services and Investments ("OBSI"), 401 Bay Street, Suite 1505, P.O. Box 5, Toronto, Ontario M5H 2Y4. OBSI resolves disputes between banks and their customers if a resolution cannot be reached on their own. Typically resolutions are reached through mediation. Additional information is available on OBSI website: <https://www.obsi.ca/>

**Financial Consumer Agency of Canada (FCAC)** supervises all federally regulated financial institutions (FRFI) to ensure that they comply with federal consumer protection provisions. It provides consumer information to educate consumers as well as monitors the financial industry to protect consumer interests. One of its mandates is to handle consumer complaints. Specific complaints made in writing will be assessed by the FCAC to determine whether a federal consumer protection issue exists and what action should be taken. You may contact them at any stage of your complaint process. Regulatory complaints should be submitted in writing to: Financial Consumer Agency of Canada, 6<sup>th</sup> Floor Enterprise Building, 427 Laurier Avenue West, Ottawa, Ontario, K1R 1B9.

Website: <http://www.fcac-acfc.gc.ca/Pages/Welcome-Bienvenue.aspx>

## Additional Information

Banks are required by Complaints Regulations to make the following information available to the public on an annual basis:

### 2020 Annual Complaints Report

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| a. Number of complaints dealt with by the Internal Ombudsman   | Nil |
| b. Average length of time taken to deal with the complaints    | N/A |
| c. Number of complaints resolved to complainant's satisfaction | N/A |

## Management

### CTBC Bank Corp. (Canada)