



## Complaint Procedures for Canadian Branches

First Commercial Bank appreciates and values the opportunity to assist your financial needs. If, at any time, you are dissatisfied with the service or product provided, we encourage you to let us know and give us an opportunity to promptly address your concern.

**Step 1:** Speak to a representative at your branch. In order to promptly address your concern, speaking to someone who is familiar with your situation at the local branch is the most effective way.

Vancouver Branch		Toronto Branch	
Phone	(604) 207-9600	Phone	(416) 250-8788
Fax	(604) 207-9638	Fax	(416) 250-8081
Email	i908a@firstbank.com.tw	Email	i909a@firstbank.com.tw
Mail	Suite 100 5611 Cooney Road Richmond, BC V6X 3J6	Mail	Transamerica Tower Suite 1803 5000 Yonge Street Toronto, ON M2N 7E9

**Step 2:** If your concern is not addressed to your satisfaction by the branch representative, you may contact the Deputy Branch Manager at the local branch. Your concern will be investigated and responded immediately by the Deputy Branch Manager.

**Step 3:** If your concern is not addressed to your satisfaction after following Step 1 and Step 2, you may elevate your concern to the Branch Manager of the local branch.

You have the right to refer your concern to the Ombudsman for Banking Services & Investments if:

- we are unable to provide a resolution within 56 days from the time you let us know about your concern;
- you are not satisfied with the resolution offered by our Branch Manager.

	<b>Ombudsman for Banking Services &amp; Investments</b>	<b>Financial Consumer Agency of Canada</b>
Phone	+1(888) 451-4519	+1 (866) 461-3222
Fax	+1(888) 422-2865	+1 (866) 814-2224
Website	<a href="http://www.obsi.ca">www.obsi.ca</a>	<a href="http://www.fcac-acfc.gc.ca">www.fcac-acfc.gc.ca</a>
Email	<a href="mailto:ombudsman@obsi.ca">ombudsman@obsi.ca</a>	<a href="mailto:info@fcac-acfc.gc.ca">info@fcac-acfc.gc.ca</a>
Mail	Suite 1505, 401 Bay Street P.O. Box 5 Toronto, ON, M5H 2Y4	6 <sup>th</sup> Floor 427 Laurier Avenue West Ottawa, ON, K1R 1B9