



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.

Ombudsman for Banking Services & Investments	
Phone	+1(888) 451-4519
Fax	+1(888) 422-2865
Website	www.obsi.ca
Email	ombudsman@obsi.ca
Mail	Suite 1505, 401 Bay Street P.O. Box 5 Toronto, ON, M5H 2Y4

Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada supervises all federally regulated financial institutions, which includes banks, (financial institutions), for compliance with federal consumer protection laws.

Financial institutions are legally required to have a complaint-handling process in place.

If you have a problem with a financial product or service, you may file a complaint with the responsible financial institution directly.

If you are not satisfied with how your complaint has been handled or 56 days has passed since you made your complaint, you can escalate the complaint to the following External Complaints Body: Ombudsman for Banking Services & Investments.

If you want to know your rights or need information about the complaint-handling process of a financial institution, you may contact FCAC by online form, mail, or telephone. FCAC uses information from consumer enquiries to support its mandate.

Web site: www.canada.ca/fcac

Online form: <https://www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html>

Phone:

For service in English: 1-866-461-FCAC (3222)

For service in French: 1-866-461-ACFC (2232)

For calls from outside Canada: 613-960-4666

Teletypewriter (TTY): 1-866-914-6097 / 613-947-7771

Video Relay Service: FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC. Visit <https://srvcanadavrs.ca/en/> to learn more.

Mailing address:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 5th Floor
Ottawa ON K1R 7Y2