



Citco Bank Canada
Customer Feedback & Complaints Process

CITCO

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1. Introduction

Citco Bank Canada is committed to maintaining the highest standards of service in all interactions with our clients. We recognize, however, that on occasion the level of service received may not meet your expectations.

Should you have cause for dissatisfaction with any aspect of our service or products, we encourage you to bring this to our attention. All complaints will be handled with diligence, impartiality and respect. You will receive timely updates, responses and decisions throughout the complaint-handling process.

2. Submitting Feedback or a Complaint

Client feedback and suggestions are welcomed and assist us in the continuous improvement of our products and services. Should you wish to raise a concern or submit a formal complaint, you may do so through the following channels:

- **By Phone:** Contact your Relationship Manager or client support team.
- **In Writing:** Submit your complaint by email to toronto-bank@citco.com.

Anonymous complaints are also accepted. Where a complaint is received without the client's name, Citco Bank Canada will respond and provide the opportunity to access our formal complaint-handling process. Should the client subsequently choose to identify themselves, the complaint will be handled in full accordance with these procedures.

3. Our Complaint-Handling Commitments

Citco Bank Canada is committed to the following standards when handling complaints:

- **Accessibility:** Clients will find it straightforward to raise concerns and engage with our complaint-handling process.
- **Attentiveness:** All complaints will receive appropriate and thorough consideration.
- **Fairness:** Complaints will be handled impartially, courteously and without unnecessary delay at every stage of the process.
- **Transparency:** Clear explanations will be provided at each stage, and where appropriate, an acknowledgement of any service failure will be made.

4. Complaint-Handling Process and Timeline

Stage 1 — Complaint Received (Day 0)

A complaint is deemed received on the date it is first communicated to Citco Bank Canada, regardless of the channel through which it is submitted.

Any member of staff may handle a complaint at the initial point of contact. Where a complaint is straightforward in nature, every effort will be made to address it promptly at this stage.

Stage 2 — Acknowledgement (Without Delay)

Written acknowledgement of receipt will be issued without delay, at the latest within five business days, regardless of the channel through which the complaint was submitted. The acknowledgement will confirm receipt of the complaint and outline the subsequent steps in the process.

Stage 3 — Referral to a Designated Employee (Within 14 Calendar Days)

Where a complaint cannot be resolved or closed at the initial point of contact, it will be referred to a Designated Employee within **14 calendar days** of the date on which it was first communicated to Citco Bank Canada.

Designated Employees possess the requisite experience, authority and competencies to investigate and resolve complaints. Once referred, the Designated Employee will assume responsibility for managing the complaint through to its conclusion.

Where necessary, further information may be requested from the client as part of the investigation. The client will be kept informed of progress throughout the process.

Stage 4 — Resolution or Closure (Within 56 Calendar Days)

Citco Bank Canada will endeavor to **close or resolve all complaints within 56 calendar days** of the date on which the complaint was first received.

A complaint is considered **resolved** where it has been concluded to the satisfaction of the client.

A complaint is considered **closed** where the investigation has been completed but a resolution satisfactory to the client could not be reached.

Upon the closing or resolution of a complaint, a **substantive written response** will be issued to the client.

If the complaint or concern remains unresolved (or if the client is not satisfied with the proposed resolution) it can be escalated to the contact listed below.

Citco Bank Canada Attn: CBCA Compliance
20 Toronto Street, Suite 10
Toronto, ON M5C 2B8
Email: CBCACompliance@citco.com

When Citco Bank Canada has completed our investigation, we will send the Client a letter providing the outcome and our determination.

Stage 5 — Escalation to an External Complaints Body (After 56 Calendar Days, or Where the Client Remains Unsatisfied)

Where a complaint has not been resolved within **56 calendar days** of receipt, or where the client is not satisfied with Citco Bank Canada's final response, the client has the right to escalate the matter to the **Ombudsman for Banking Services and Investments (OBSI)**. Complaints must be submitted to OBSI within **six months** of the date of Citco Bank Canada's final response.

Ombudsman for Banking Services and Investments (OBSI)

401 Bay Street, Suite 1505,
P.O. Box 5 Toronto,
ON M5H 2Y4

Tel: 1-888-451-4519

Fax: 1-888-422-2865

Email: ombudsman@obsi.ca

Website: www.obsi.ca

Where a complaint is believed to relate to a violation of federal consumer protection legislation, it may also be submitted to the **Financial Consumer Agency of Canada (FCAC)** as outlined in section 5.

When we have completed our investigation, we will send you a letter providing the outcome and our determination.

5. 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 and Investments (OBSI).

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.

CITCO BANK CANADA CUSTOMER FEEDBACK & COMPLAINTS PROCESS

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 1B9