

## INFORMATION ABOUT COMPLAINTS

We value your business and are here to help you. If you have a complaint, please contact our Customer Service team by telephone or regular mail as follows:

Tel: 1 855 775-2265 (or collect at 1 705 522-7412 if you are outside Canada and the U.S.)

Mail: Rogers Bank  
PO Box 57130  
RPO Jackson Square Hamilton, ON  
L8P 4W9  
Attention: Customer Service

If our Customer Service team is unable to resolve your complaint within **14** days from the date we received your complaint, it will be automatically escalated to our Management Office, or you can request that your complaint be escalated to the Management Office if you are dissatisfied with the response of our Customer Service team. You will receive a response from a member of our Management Office once we have researched your case.

Our goal is to resolve your complaint within **56** days of the date your complaint was received. If we are unable to resolve your complaint internally within this period, we will inform you of the potential delay and the reasons for the delay, in which case you have the opportunity to submit your complaint to the Ombudsman for Banking Services and Investments (OBSI).

If you are not satisfied with our decision regarding your complaint, or if we were unable to resolve your complaint within **56** days, you can submit your complaint to the OBSI:

Ombudsman for Banking Services and Investments (OBSI)  
Toll-free Telephone: 1 888 451-4519  
TTY Telephone: 1 844 358-3442  
GTA Telephone: 416 287-2877  
Toll-free Fax: 1 888 422-2865  
GTA Fax: 416 225-4722  
Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

Mail: Ombudsman for Banking Services and Investments  
20 Queen Street West, Suite 2400  
P.O. Box 8  
Toronto, ON  
M5H 3R3

If you have a complaint about any obligation of Rogers Bank under a consumer provision of the Bank Act, a voluntary code of conduct or a public commitment, you may file a complaint with the Financial Consumer Agency of Canada, as follows:

Financial Consumer Agency of Canada  
Toll-free Telephone: 1 866 461-3222 (English)  
Toll-free Telephone: 1 866 461-2232 (French)  
TTY Telephone: 1 866 914-6097 (613 947-7771)

Mail: Financial Consumer Agency of Canada  
5th Floor, Enterprise Building  
427 Laurier Avenue West Ottawa, ON  
K1R 1B9

Please visit <https://www.canada.ca/en/financial-consumer-agency.html> for more information about the FCAC.