

VOLUNTARY CODES OF CONDUCT AND PUBLIC COMMITMENTS

As part of our commitment to protect you, our customer, we at Rogers Bank have adopted the following "Voluntary Codes of Conduct and Public Commitments" that establish the standards you can expect when you do business with us.

- Code of Conduct for the Credit and Debit Card Industry in Canada
<https://www.canada.ca/en/financial-consumer-agency/services/industry/laws-regulations/credit-debit-code-conduct.html>
- CBA Code of Conduct for Authorized Insurance Activities
https://cba.ca/Assets/CanadianBankersAssociation/Documents/Articles/About_The_Banking_Sector/vol_20090000_authorizedinsuranceactivities_en.pdf
- Commitment on Modification or Replacement of Existing Products or Services
https://cba.ca/Assets/CanadianBankersAssociation/Documents/Articles/About_The_Banking_Sector/vol_20120801_morps_en.pdf
- Principles of Consumer Protection for Electronic Commerce: A Canadian Framework
https://cba.ca/Assets/CanadianBankersAssociation/Documents/Articles/About_The_Banking_Sector/vol_20090000_consumerprotectionelectroniccommerce_en.pdf
- Mastercard Zero Liability Protection
<https://sea.mastercard.com/en-region-sea/personal/get-support/safety-and-security/liability-protection.html>
- Code of Conduct for the Delivery of Banking Services to Seniors
https://cba.ca/Assets/CanadianBankersAssociation/Documents/Articles/About_The_Banking_Sector/vol_seniors_en.pdf

Please contact us through our Complaint Resolution process if you have a complaint regarding a potential violation of a code or commitment.

https://www.rogersbank.com/legaldocs/en/information_about_complaints.pdf

The Financial Consumer Agency of Canada (FCAC) monitors our adherence to Codes of Conduct and Public Commitments listed above. You can contact the FCAC through their website at <https://www.canada.ca/en/financial-consumer-agency.html>