

Business banking

Committed to your business



Our service
commitment
to our business
customers

BMO  **Bank of Montreal**

We're here to help.™



A relationship
built on
commitment.

As a business banking customer of BMO Bank of Montreal®, you expect a certain level of service and commitment from us, and you also expect us to go the extra mile in helping your business to achieve its goals.

Our goal is to be the only financial services provider you'll ever want to do business with, so it is our commitment to you that we will always provide you with:

- clear and open communications; and
- options for complaint resolution.

It also means that you'll always know where you stand with us on matters that pertain to your business and you'll always be treated with respect.

Whenever you need to talk to us, personal assistance is available from our skilled professional bankers. As well, we share our business knowledge and expertise with customers through our free Business Coach Series which is available in branches and online at bmo.com/business. These are highly informative and practical booklets that have been developed to address the many aspects of operating a business successfully. They offer you information about writing a business plan, managing your cash flow, raising capital and many other topics essential to your business.

Here is what our commitment means to you:

Clear and open communications

Because your time is valuable, we'll make our communications as readable as possible.

- Whether it be in our brochures, web site, documents, contracts or statements you receive in the mail, we endeavour to make the language clear and understandable. In addition, our staff is always pleased to answer any questions or concerns you may have.
- Rates, fees, commissions and terms that pertain to any accounts or transactions you are involved with are readily available and clearly presented.

Borrowing at BMO Bank of Montreal

We recognize the importance of financing to the successful operation of your business. Because an important part of our business is to provide financing to qualified customers, we are committed to making:

- the borrowing experience as easy for you as possible; and
- our decision process as clear and understandable as possible.



When you wish to borrow, BMO Bank of Montreal will provide:

- straightforward directions on how to apply;
- an explanation of what is required to obtain credit, e.g., specific documents or, in some cases, collateral for security;
- guidelines to develop a business plan;
- an estimate of how long it will take before you are notified of the credit decision; and
- the assurance that your credit application will be judged on its own merits.

If your application for financing is approved*, you:

- will be informed about the terms and conditions of the financing;
- may be asked for further information and documentation both before and after the loan is granted; and
- can request that the terms and conditions be provided in writing.

Should financing be declined, we will inform you about:

- the main reason(s) for the decision;
- the requirements necessary to reconsider the application; and
- available information on other sources of financing, which could include government programs and venture capital.

If a situation arises that requires us to consider changing an existing financing arrangement, we will:

- first review the existing arrangement thoroughly before taking any action;
- if required, inform you as soon as possible of the need to provide ongoing additional information, and give you a reasonable opportunity to do so;
- inform you of the changes to the arrangement, i.e. terms and conditions;
- provide you, under normal circumstances, with at least 15 days' notice of changes to the arrangement; and
- direct you, whenever possible, to sources of advice, support and alternative financing.

* Subject to meeting the Bank's usual credit granting criteria.

Fulfilling our commitment to you

At BMO Bank of Montreal, fulfilling our commitment to customers is more than a promise. Our employees are fully committed to supporting the principles outlined in this brochure.

- A senior officer of BMO® Financial Group implements the principles of excellent conduct and ensures that bank employees follow them including, respecting and protecting the privacy and confidentiality of information entrusted to us.
- The management of each of our business locations is responsible for making sure that employee conduct meets our national standards.
- A copy of this Service Commitment is filed with the Financial Consumer Agency of Canada.

Complaint resolution

How can you contact us?

- 1) Talk to a representative at the branch where your complaint originated, or where you normally conduct your business. If your concerns are not resolved, please involve the Manager or Supervisor.

Alternatively, contact:

BMO Bank of Montreal

Customer Contact Centre

Call: 1-877-262-5907

Visit: bmo.com

- 2) If your complaint is unresolved after following Step 1, you may escalate to the appropriate business group Senior Officer, listed below:

BMO Bank of Montreal Office of the Senior Vice President

(your local branch will have contact details)

OR

Office of the Group Head Canadian Personal and Commercial Banking

BMO Bank of Montreal

55 Bloor Street West

Toronto, ON M4W 3N5

Call: 1-800-372-5111

- 3) If your complaint is unresolved after following Steps 1 and 2, you may escalate to the BMO Ombudsman.

BMO Financial Group Ombudsman

1 First Canadian Place

P.O. Box 150

Toronto, Ontario M5X 1H3

Call: 1-800-371-2541

Email: bmo.ombudsman@bmo.com

Visit: bmo.com



- 4) Following Step 3, you may contact the **Ombudsman for Banking Services & Investments.**

401 Bay St., Suite 1505, P.O. Box 5
Toronto, Ontario M5H 2Y4

Call: 1-888-451-4519

E-mail: ombudsman@obsi.ca

Visit: obsi.ca

Financial Consumer Agency of Canada (FCAC)

FCAC supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws and voluntary commitments and codes of conduct. For example, financial institutions are required to provide consumers with information about complaint handling procedures, fees, interest rates and branch closures.

If you have a complaint concerning a consumer protection law or a voluntary commitment or code of conduct, you may contact the FCAC at:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 6th Floor
Ottawa, Ontario K1R 1B9

Call (English): 1-866-461-FCAC (3222)

(Français): 1-866-461-ACFC (2232)

Visit: fcac-acfc.gc.ca

Note: The FCAC does not provide redress or compensation and cannot get involved in individual disputes.





Talk with us
1-877-262-5907



Learn more
bmo.com /business

This brochure is for informational purposes only. Nothing in this brochure should be construed as limiting the legal rights of Bank of Montreal or its customers in any regard.

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