

At BMO Harris Private Banking, we are committed to resolving any concerns in a timely and effective manner.

If you have a concern

1. Please contact your Relationship Manager at BMO Harris Private Banking.
2. If your concern was not resolved by your Relationship Manager, please escalate your concern to a Regional Director at BMO Harris Private Banking. Please note that BMO Harris Private Banking has Regional Directors for each of: Platinum Banking, Investments, and Wealth Services.
3. If the Regional Director is unable to resolve your concern, and you would like an independent review, please forward a written complaint to: National Office Compliance, BMO Harris Private Banking, Suite 915, 1 First Canadian Place, Toronto, Ontario, M5X 1H3.
4. Should the previous steps not resolve your concern, all BMO Harris Private Banking clients may escalate a complaint to the BMO Financial Group Ombudsman, who can be contacted by telephone at 1-800-371-2541, by facsimile at 1-800-766-8029, or by mail at: BMO Financial Group Ombudsman, 55 Bloor Street West, 8th Floor, Toronto, Ontario, M4W 3N5.
5. Platinum Banking clients have the additional option to escalate their banking related concern to the Ombudsman for Banking Services and Investments (“OBSI”) for a further independent review. You may contact the OBSI within 180 days of the completion of a review by the BMO Financial Group Ombudsman. The OBSI can be contacted by telephone at 1-888-451-4519, by facsimile at 1-888-422-2865, or by mail at: Ombudsman for Banking Services and Investments, 401 Bay Street, Suite 1505, P.O. Box 5, Toronto, Ontario, M5H 2Y4.

About BMO Harris Private Banking

BMO Harris Private Banking is comprised of Platinum Banking services offered through the Bank of Montreal; Investment Management services offered through BMO Harris Investment Management Inc.; and Wealth Services (estate, trust, planning, administration, custodial and tax services) offered through BMO Trust Company.

Other important information for our clients

The Financial Consumer Agency of Canada (“FCAC”) supervises federally regulated financial institutions to ensure that they comply with federal consumer protection laws. (FCAC does not provide redress or compensation and cannot get involved in individual disputes.) For more information, contact FCAC at www.fcac-acfc.gc.ca, by telephone at 1-866-461-3222, or in writing at: Financial Consumer Agency of Canada, 6th Floor, Enterprise Building, 427 Laurier Avenue West, Ottawa, Ontario, K1R 1B9.

The Autorité des marchés financiers (“AMF”) offers guidance to consumers in Quebec who wish to make formal complaints regarding investment and financial services in Quebec. You may contact the AMF by telephone at 1-877-525-0337, by facsimile at 514-873-3090 or by mail at: Autorité des marchés financiers, 800, square Victoria, 22^e étage, C.P. 246, tour de la Bourse, Montréal (Québec) H4Z 1G3.

How to contact BMO Harris Private Banking

Please call 1-800-844-6442 to be connected to one of our local offices or visit our website at bmoharrisprivatebanking.com

