

Customer complaints process -Banking products and services

BMO Capital Markets (CM) complaint handling process is comprised of two steps.

The first step of the complaint handling process begins when you share your concern with a BMO CM representative through the same channels you normally conduct business. We will provide you with an acknowledgement that we have received your complaint and will work to address your complaint quickly, efficiently, and professionally.

If we are unable to resolve your complaint within 14 days from the date you raised it, your complaint will be escalated to the second step of the complaint handling process, where it will be reviewed by a Designated Senior Officer. You can also request to escalate your complaint directly to the Designated Senior Officer if you are dissatisfied with the outcome or at any time during the process by contacting the applicable officer as outlined in the section titled, “Step 2: Escalate to a Designated Senior Officer” below.

You will receive a response from a Designated Senior Officer as quickly as possible. If you are not satisfied with the outcome, you may escalate your complaint to the Ombudsman for Banking Services and Investments (OBSI), if eligible.

If we cannot resolve your complaint internally within 56 days from the date we received your complaint, we will notify you of the potential delay, as well as the reason(s) for the delay, and you will have the option to raise your complaint to the OBSI, if eligible.

Contact details for raising a concern are as follows:

Note: When contacting us electronically do not send personal and/or financial information via unsecured means.

Step 1: Sharing your Concern

Talk to a BMO representative. You can raise your concern, including privacy concerns through the same channels you normally conduct your business or, alternatively, you can contact:

Please Contact your Relationship Manager, Banker or similar.

Visit: <https://capitalmarkets.bmo.com/en/solutions/>

Step 2: Escalate to a Designated Senior Officer

If you are dissatisfied with the outcome of your complaint or wish to escalate your complaint sooner than 14 days, you can escalate your complaint directly to a Designated Senior Officer as follows:

BMO Capital Markets

Chief Compliance Officer

Visit: <https://capitalmarkets.bmo.com/en/contact-us/> , “Select a Category” – Complaints, “Select Topic” – Capital Markets General

Or

Email: BMOCM.Complaints@bmo.com

BMO CM Complaint Handling Procedures

To handle customer complaints in an effective and timely manner, BMO CM established comprehensive internal Complaint Handling Procedures. Please contact us if you would like further details regarding these procedures.

Contacting the Ombudsman for Banking Services and Investments (OBSI)

OBSI is an independent and impartial dispute resolution service for consumers with a complaint they can't resolve with their banking services or investment firm. The OBSI process is free of charge and confidential.

If your complaint is unresolved after receiving a final response from a Designated Senior Officer, you can send your complaint to OBSI, if eligible. You also can send your complaint to OBSI if we haven't responded to your complaint within 56 days from the date when the complaint was first received by BMO Financial Group.

Please note that OBSI requires that complaints be escalated within 180 days of receiving BMO's final response.

Ombudsman for Banking Services and Investments

20 Queen Street West, Suite 2400 P.O. Box 8, Toronto, ON M5H 3R3

Call: 1-888-451-4519 / 416-287-2877

Fax: 1-888-422-2865

Teletypewriter (TTY): 1-844-358-3442

Email: ombudsman@obsi.ca

Visit: www.obsi.ca

Contacting The Office of the Privacy Commissioner of Canada

If your complaint is about the privacy of your personal information and remains unresolved, you may escalate to:

The Office of the Privacy Commissioner of Canada

Call: 1-800-282-1376

Visit: www.priv.gc.ca

Voluntary Codes of Conduct and Public Commitments

The Canadian banking industry has developed several voluntary commitments and codes, designed to protect consumers and serve them better. Additional information about the voluntary commitments and codes are available on our website at [BMO Voluntary Codes of Conduct & Complaint Handling](#).

For example, one of BMO's commitments is to ensure its employees do not apply undue pressure, coerce, or take advantage of a person in their sales practices.

Alternative Options

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 OBSI on above listed contact details.

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.

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 7Y2

Note: The FCAC does not provide redress or compensation and will not get involved in individual disputes. For a complete list of federal consumer-protection laws, voluntary codes of conduct and public commitments, visit: canada.ca/en/financial-consumer-agency.html