

Prohibited Conduct - Banking products and services

Employees of Bank of Montreal (“BMO”) play a key role in representing BMO’s values when dealing with customers and the public by ensuring that they follow all current policies and procedures. When interacting with customers and the public, employees are prohibited from:

- a) imposing undue pressure or coercing a person, for any purpose, to obtain a product or service from a particular employee of the bank or any of its affiliates as a condition for obtaining another product or service from the bank; or
- b) taking advantage of a customer.

Undue pressure means any pressure, imposed in the form of a practice or communication or otherwise, that could be reasonably considered to be excessive or persistent in the circumstances. Engaging in any of the above prohibited conduct will result in corrective action as it goes against BMO’s promise to deliver an exceptional customer experience and treating clients fairly.