

## Customer complaints process - Banking products and services

BMO Capital Markets (CM) complaint handling process is comprised of three 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 BMO Customer Complaint Appeal Office, which is the third step in the complaint handling process.

You will receive a response from a BMO Customer Complaint Appeal Office investigator. 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/services/>

### **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 a Category first” – Capital Markets General

Or

Email: [BMOCM.Complaints@bmo.com](mailto:BMOCM.Complaints@bmo.com)

### **Step 3. Escalate to the Customer Complaint Appeal Office (CCAO)**

If your complaint is unresolved after following Step 2, you may escalate to the CCAO. The CCAO will review concerns to determine if they are within its mandate. The CCAO does not investigate certain types of complaints including business or risk management decisions, and matters that are, or have been, before a court. If the CCAO determines your concerns are within mandate, an investigator will review your concerns and at the conclusion of the review may facilitate a resolution between the parties or make a recommendation to settle the complaint.

#### **BMO Customer Complaint Appeal Office**

1 First Canadian Place, P.O. Box 150

Toronto, ON M5X 1H3

Call: 1-855-659-3014

Fax: 1-800-766-8029

Email: [complaint.appeal@bmo.com](mailto:complaint.appeal@bmo.com)

Visit: [www.bmo.com/customercomplaintappealoffice](http://www.bmo.com/customercomplaintappealoffice)

#### **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 the CCAO, 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.

### **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](mailto:ombudsman@obsi.ca)

Visit: [obsi.ca](http://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](http://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. Copies or additional information about the voluntary commitments and codes are available on our website at [bmo.com/home/popups/global/codes-of-conduct](http://bmo.com/home/popups/global/codes-of-conduct).

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 FCAC supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws and voluntary codes of conduct and public commitments.

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 voluntary code of conduct or public commitment, you may contact the FCAC at:

Financial Consumer Agency of Canada

427 Laurier Avenue West, 6th Floor

Ottawa, ON K1R 1B9

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

Call (French): 1-866-461-ACFC (2232)

For calls from outside Canada: 613-960-4666

Teletypewriter (TTY): 1-866-914-6097 / 613-947-7771

Fax: 1-866-814-2224 / 613-941-1436

Visit: [canada.ca/en/financial-consumer-agency.html](http://canada.ca/en/financial-consumer-agency.html)

**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](http://canada.ca/en/financial-consumer-agency.html)