



**PUBLIC COMPLAINTS INFORMATION - 2024**

**Regulatory reporting guide for banks and authorized foreign banks, VI Public complaints information**

<b>An authorized foreign bank must make the following information available to the public on an annual basis</b>	<b>#</b>
The number of complaints that its Senior Designated Employee dealt with that year, including the number of complaints Resolved or Closed	4
The average length of time the Bank took to deal with those complaints, from the first interaction with the Consumer to the date on which the complaint was Resolved or Closed	8 days
The products or services to which the complaints related	Commercial loan
A description of the nature of the complaints, beyond the related product or service information contained in the classification	Repetitive issues on transaction process
The number of Resolved complaints	4

For any questions in regard to a claim or complaint you may have, you may contact directly the Chief Compliance Officer:

Mr. Michel Allen  
 Telephone: (514) 285-6102  
 2001 Robert Bourassa, suite 900  
 Montréal, Québec, H3A 2A6  
 Email: michel.allen@ca.bnpparibas.com

You may also contact at any time:

Financial Consumer Agency of Canada  
 Telephone: 1 (866) 461-3222  
 427, Laurier Avenue West, 6th Floor  
 Ottawa (Ontario) K1R 1B9  
 Web Site: <http://www.fcac-acfc.gc.ca>