

**Canada Branch**

### **COMPLAINT HANDING PROCEDURE**

Crédit Agricole CIB (Canada Branch) believes that a close and efficient client communication is as important, for a good business relationship, as the customer satisfaction of our products and services. This is why we invite you to contact your relationship manager for any matter related to the services performed.

If you however not satisfied with the response you've received, or any claim or complaint, you may contact directly the Chief Operating Officer, providing him with all pertinent information:

Mr. Jean-Pierre Beaupré  
Telephone : 514-982-6210  
2000, McGill College Avenue, Suite 1900  
Montréal (Québec) H3A 3H3  
Email : [jean-pierre.beaupre@ca-cib.com](mailto:jean-pierre.beaupre@ca-cib.com)

Crédit Agricole CIB (Canada Branch) will respond within 30 days of the complaint being reported.

We are confident that your concern will be settled in a satisfactory and professional manner, through the use of our internal resources. However, in the event the issue has not been sufficiently addressed to your satisfaction, you can contact the Canadian Banking Ombudsman as follows:

Ombudsman for Banking Services and Investments  
Telephone: 1-888-451-4519  
401, Bay Street  
Suite 1505, P.O. Box 5  
Toronto (Ontario) M5H 2Y4  
Email : [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)  
Fax: 1-888-422-2865  
Web Site : <http://www.obsi.ca>

You may also contact at any time:

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

### **NOTICE AND RESTRICTIONS ON DEPOSITS**

Crédit Agricole CIB (Canada Branch) does not accept deposits from the public in Canada and is not a member institution of the Canada Deposit Insurance Corporation (CDIC).