



**INFORMATION REGARDING COMPLAINTS - 2020**

**Annual information: information regarding complaints according to Complaints (Banks, Authorized Foreign Banks and External Complaints Bodies) Regulations (SOR/2013-48)**

<b>An authorized foreign bank must make the following information available to the public on an annual basis</b>	#
The number of complaints that were dealt with by the officer or employee designated by authorized foreign bank to deal with complaints who holds the most senior position identified for that purpose in the procedures established by the authorized foreign bank	0
The average length of time taken by that officer or employee to deal with the complaints	N/A
The number of complaints that, in the opinion of the authorized foreign bank, were resolved by that officer or employee in accordance with those procedures to the satisfaction of the persons who made the complaints	N/A

For any questions in regards 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>