

## Financial Consumer Agency of Canada

The Financial Consumer Agency of Canada (FCAC) supervises all federally regulated financial institutions to ensure that they comply with federal consumer protection provisions. It also educates consumers and monitors industry codes of conduct and public commitments designed to protect consumer interests. For more information on regulatory issues governed by the FCAC, please call 1-866-461-3222 or visit [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca).

If you have a complaint about a potential violation of a consumer protection provision, you may contact the FCAC in writing and send to:

### Financial Consumer Agency of Canada

427 Laurier Avenue West, 6th floor  
Ottawa Ontario K1R 1B9

Toll free telephone: 1-866-461-3222

Toll free fax: 1-866-814-2224

E-mail: [info@fcac-acfc.gc.ca](mailto:info@fcac-acfc.gc.ca)

Website: [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca)

## Voluntary Codes and Public Commitments

Voluntary Codes and Public Commitments are non-legislated guidelines on standards of business practices and are designed to protect customers and serve them better. At Shinhan Bank Canada, we have adopted and committed to the following Voluntary Codes and Public Commitments:

- **Code of Conduct for the Delivery of Banking Services to Seniors:**

Sets out principles that apply to banks to guide bank's employees when they deliver banking products and services to Canada's seniors.

- **Code of Conduct for Federally Regulated Financial Institutions: Mortgage prepayment information**

Ensures that enhanced information is available to assist borrowers in making decisions about mortgage prepayment.

- **Canadian Code of Practice for Consumer Debit Card Services**

Protects Canadian consumers who use debit card services.

- **Code of Conduct for the Credit and Debit Card Industry in Canada**

Outlines payment card networks operators' responsibilities for providing information, flexibility and choice to merchants

- **Canadian Bankers Association: Model Code of Conduct for Bank Relations with Small- and Medium-Sized Businesses**

Outlines the Bank's responsibilities when processing loan

or credit applications from small- and medium-sized businesses.

- **Canadian Bankers Association: Commitment to Provide Information on Mortgage Security**

Sets out the nature of the information about mortgage security that the Bank provides to consumers shopping for a mortgage to obtain funds for the purchase of residential property so that the consumers have enough information to understand the implication of their choice.

- **Canadian Bankers Association: Commitment on Powers of Attorney and Joint Deposit Accounts**

Sets out the information about Powers of Attorney that the Bank makes available to clients who want to give someone else the authority to do banking for them and information about joint deposit accounts.

- **Canadian Bankers Association: Commitment on Modification or Replacement of Existing Products or Services**

Outlines the procedures for the Bank to follow when it modifies or replaces existing personal products or services. It excludes optional products and services as defined by the Negative Option Billing Regulations.

- **Canadian Bankers Association: Guidelines for Transfers of Registered Plans**

Outlines the maximum amount of time that the Bank may require when transferring a registered savings plan (RSP) containing deposit type instruments between financial institutions.

- **Low-cost and No-cost Accounts**

Provides information and services on the low- or no-cost bank accounts with beneficial features to a wider range of eligible consumers. No-cost accounts are available to youth, students, seniors qualifying for the Guaranteed Income Supplement, and Registered Disability Savings Plan beneficiaries.

- **Canadian Bankers Association: Online Payments**

Outlines consumer and industry responsibilities related to the use of online payment systems in Canada. A process for dealing with disputes is included in the commitment.

- **Canadian Bankers Association: Commitment on Plain Language Mortgage Documents**

Reflects the Bank's commitment to improving the understandability of residential mortgage documents.

For more information on products and services provided by Shinhan Bank Canada, contact our customer service representatives at your local branch or visit our website at [www.shinhan.ca](http://www.shinhan.ca). If you have any questions or concerns, please let us know so we can serve you better.



# How to make a complaint



Shinhan Bank Canada

Your business is important for us and we are dedicated to providing our services in a professional and efficient manner. If you have a problem or complaint with any of our banking services, please help us resolve your complaint by following the steps below.

## Step 1 Contact Your Local Branch

We always encourage you to immediately contact us so we can find an appropriate solution for your complaint. As a first step, you can contact a Customer Service Representative (CSR) or the Customer Care Officer where you do business with us, by phone or by visiting your branch. We aim to resolve each case as soon as possible, not exceeding 10 calendar days from the date on which the complaint is first communicated to the Bank.

## Step 2 Escalate Your Complaint

If you are not satisfied with the response from step 1, you may escalate your concern to the Branch General Manager, who will aim to resolve your complaint within 30 calendar days from the date on which your complaint was first communicated to the Bank. A meeting will be arranged with the Branch General Manager at your local branch for you if necessary.

### Main Branch (North York)

5095 Yonge Street Unit B2  
North York Ontario M2N 6Z4  
Telephone: 416-250-3550 Fax: 416-250-3460

### Mississauga Branch

257 Dundas Street East Unit 3 & 4  
Mississauga Ontario L5A 1W8  
Telephone: 905-272-7440 Fax: 905-272-7441

### Thornhill Banking Centre

7191 Yonge Street Unit 106 & 107  
Thornhill Ontario L3T 0C4  
Telephone: 905-370-8400 Fax: 905-370-8344

### Coquitlam Branch

2929 Barnet Highway Unit 2842  
Coquitlam British Columbia V3B 5R5  
Telephone: 778-284-2640 Fax: 778-284-2641

## Step 3 Escalate Your Complaint to the Next Level

Assuming that you have followed the complaint escalation steps outlined above and you are dissatisfied with the Branch General Manager's resolution, you may escalate the matter to the Chief Compliance Officer (CCO) at Shinhan Bank Canada. The CCO will conduct an impartial review of your concern and provide you a response, not exceeding 56 days from the date on which the complaint was first communicated to the Bank.

### Shinhan Bank Canada Compliance Office

5140 Yonge Street Suite 2300  
Toronto Ontario M2N 6L7  
Telephone: 416-250-3500 Fax: 416-250-3529  
Toll Free: 1-855-SHINHAN (744-6426)  
E-mail: [customercare.ca@shinhan.com](mailto:customercare.ca@shinhan.com)

## Step 4 External Ombudsman

You may escalate the matter to the Ombudsman for Banking Services and Investments if you remain unsatisfied with the response provided by the CCO from step 3 or if your concern was not resolved within 56 days from the date on which the complaint was first communicated to the Bank.

The Ombudsman for Banking Services and Investments (OBSI) is an independent organization that investigates unresolved disputes from customers about services provided by the Bank, and thereby advises and provides recommendations to each party.

Please be advised that the OBSI will only accept your request after you have either received a response from the Bank which is obtainable if the Bank needs to communicate its final decision or 56 days have passed since you have first communicated a complaint in step 1. If you choose to contact OBSI at the conclusion of the CCO's investigation, you should do so within 180 days from the date of receiving our final response.

### Ombudsman for Banking Services and Investments

20 Queen Street West, Suite 2400, P.O. Box 8  
Toronto, Ontario M5H 3R3  
Toll free telephone: 1-888-451-4519  
Toll free fax: 1-888-422-2865  
Toronto area telephone: 416-287-2877  
Toronto area fax: 416-225-4722  
TTY Telephone: 1-844-358-3442  
E-mail: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)  
Website: [www.obsi.ca](http://www.obsi.ca)

## During the process

If your complaint concerns a violation of regulations and we are unable to reach a solution to your satisfaction, you will be entitled to receive assistance from FCAC.