

COMPLAINT RESOLUTION

We value your business and are here to help you. There are a variety of ways you can express your concerns about your experience with Rogers Bank. We encourage you to get in touch with us by regular mail, email or telephone. Our escalation process is below.

Step 1: Contact Customer Care

This is your first touch point. You can contact our Customer Care team by email, telephone or regular mail as follows:

Rogers Bank
PO Box 57130
RPO Jackson Square
Hamilton, ON L8P 4W9
Attention: Customer Care

Tel: 1 855 775-2265 (or collect at 1 705 522-7412 if you are outside Canada and the U.S.)

Our agents have the tools, support and training to quickly understand and resolve complaints or concerns. Please note the name of the person you speak to for future reference, in case you wish to follow up on the discussion.

If you are writing to us, please make sure you include:

- the nature of your complaint and relevant details;
- the identity of anyone with whom you have already discussed your concerns, and;
- your contact information so we may reach you.

We will conduct an investigation of your complaint and contact you promptly to gather more information. We will do our best to resolve the issue to your satisfaction.

If you are not satisfied with the response of our front line agent who handles your contact first, you may request to have your concern escalated to a supervisor who will speak to you about your concern.

Step 2: Contact the Management Office

If your complaint is not resolved to your satisfaction within step 1, you may ask to have your concern escalated to the Manager level and/or above. Within 90 days of receiving your complaint, we will provide to you either our proposed resolution of your complaint or contact you to give you an estimate on when we will be able to provide a proposed resolution of your complaint.

Step 3: Contact Rogers Bank Ombudsman

Most concerns are resolved before they reach this step; however, if you are still not satisfied with the outcome of your complaint after the Management Office proposes a resolution, please contact the Rogers Bank Ombudsman office as follows:

Email: RogersBankOmbudsman@rci.rogers.com

Fax: 416 935-6304

Mail: Rogers Bank
Office of the Ombudsman
333 Bloor Street East, 5th Floor
Toronto, ON M4W 0A1

Step 4: Independent Support

If the steps listed above have not resolved your concern or complaint to your satisfaction or 90 days have elapsed since we received your complaint, you may contact the Ombudsman for Banking Services and Investments by phone or in writing as follows:

Toll-free Telephone: 1 888 451-4519
TTY Telephone: 1 855 TTY-OBSI (1 855 889-6274)
GTA Telephone: 416 287-2877
Toll-free Fax: 1 888 422-2865
GTA Fax: 416 225-4722

Email: ombudsman@obsi.ca

Mail: Ombudsman for Banking Services and Investments
20 Queen Street West, Suite 2400
P.O. Box 8
Toronto, Ontario
M5H 3R3

If you have a complaint about any obligation of Rogers Bank under a consumer provision of the Bank Act, you may file a complaint with the Financial Consumer Agency of Canada (“FCAC”) as follows:

Toll-free Telephone: 1 888 461-3222 (English)
Toll-free Telephone: 1 888 461-2232 (French)
TTY Telephone: 1 866 914-6097 (613 947 7771)
Toll-free Fax: 1 866 814-2224

Mail: Financial Consumer Agency of Canada
6th Floor, Enterprise Building
427 Laurier Avenue West
Ottawa, ON
K1R 1B9

Please visit www.fcac-acfc.gc.ca for more information about FCAC.