

## 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 telephone or regular mail as follows:

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

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

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.

### **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 a letter estimating 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, please contact the Rogers Bank Ombudsman office as follows:

Email: [RogersBankOmbudsman@rci.rogers.com](mailto:RogersBankOmbudsman@rci.rogers.com)

Fax: 416-935-3604

Mail: Rogers Bank  
Office of the Ombudsman  
350 Bloor Street East  
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

Toll-free Fax: 1-888-422-2865

Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

Mail: Ombudsman for Banking Services and Investments  
401 Bay Street, Suite 1505  
P.O. Box 5  
Toronto, ON M5H 2Y4

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: 1-866-461-3222 (English)

Toll-free Telephone: 1-866-461-2232 (French) 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 <http://www.fcac-acfc.gc.ca> for more information about FCAC.

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