



## Complaints Report

### Review Year – 2018

Habib Canadian Bank aims to provide quality products and services to our clients, delivered with the highest level of service. We take pride in our service and are committed in providing our customers with the best customer experience that we can. HCB is and will consistently strive to provide resolutions to complaints received by our customers in a timely, fairly and reasonable manner.

During the fiscal year of 2018, the complaints lodged are as follows:

Complaint Resolution	2018
Complaints lodged and resolved by branches	0 cases
Complaints lodged by business units	0 cases
Complaints escalated to HCB Ombudsman for resolution	0 cases
Complaints dealt by the Chief Privacy Officer	0 cases

We encourage our customers to bring their concerns to the attention of the relevant business units and to follow our complaints handling process, which is available on our website.

To escalate a complaint contact us at the following:

**Attention: HCB Ombudsman**

**Email :** [concerns@habibcanadian.com](mailto:concerns@habibcanadian.com)

**Fax :** 905-276-5400

**Mail:** Suite 1-B, 918 Dundas Street East, Mississauga, Ontario, L4Y 4H9