



**United Overseas Bank Limited – Vancouver Branch
Resolving Your Complaint**

United Overseas Bank Limited is committed to maintaining a strong and mutually-satisfying relationship with every customer.

Should an occasion arise where you are not satisfied with (i) a product or service offered, sold or provided by us or (ii) the manner in which a product or service is offered by us, we would like you to inform us immediately. You may discuss any problem or issue that is of concern to you with our staff at our office or telephone us at 604-662-7055. If you prefer to tell us about your problem in writing, you have the following options:

Mail: 2400-650 West Georgia Street
Vancouver, B.C.
V6B 4N9, Canada

Fax: 604-662-3356

Email: UOB.Vancouver@UOBgroup.com

(Please include your full name, address and telephone number on your email.)

We will take responsibility for your complaint at the point where the problem occurs. We will acknowledge your complaint and provide a copy of our complaint-handling brochure. We will attempt to resolve your complaint within 14 days of receiving it. If we are unable to do so, we will refer your complaint to our Complaint Liaison Officer, who will take responsibility for resolving your complaint. The Complaint Liaison Officer will keep you informed and provide a written response to your complaint. If we are still unable to resolve your complaint, we will refer your complaint to the Country Manager, who will review your complaint and provide a written response to your complaint. If we are unable to resolve your complaint within 56 days, or if you are not satisfied with the resolution we offer, you may also contact the Ombudsman for Banking Services and Investments (OBSI).

Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada supervises all federally regulated financial institutions, which includes banks, (financial institutions), for compliance with federal consumer protection laws.

Financial institutions are legally required to have a complaint-handling process in place.

If you have a problem with a financial product or service, you may file a complaint with the responsible financial institution directly.

If you are not satisfied with how your complaint has been handled or 56 days has passed since you made your complaint, you can escalate the complaint to the following External Complaints Body: Ombudsman for Banking Services and Investments (OBSI). Please visit www.obsi.ca for more information on OBSI and their contact details.

If you want to know your rights or need information about the complaint-handling process of a financial institution, you may contact FCAC by online form, mail, or telephone. FCAC uses information from consumer enquiries to support its mandate.

Web site: www.canada.ca/fcac

Online form: <https://www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html>

Phone:

For service in English: 1-866-461-FCAC (3222)

For service in French: 1-866-461-ACFC (2232)

For calls from outside Canada: 613-960-4666

Teletypewriter (TTY): 1-866-914-6097 / 613-947-7771

Video Relay Service: FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC.

Visit <https://srvcanadavrs.ca/en/> to learn more.

Mailing address:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 5th Floor
Ottawa ON K1R 7Y2