



Mega International Commercial Bank Canada Branch

2023 Complaints Resolution Statistics

Number of complaints dealt by a Senior Designated Employee ¹	0
- Of which, number of complaints Resolved ²	0
- Of which, number of complaints Closed ³	0
Average length of time to deal with those complaints, from the first interaction with the Consumer to the date on which the complaint was Resolved or Closed	N/A
The products or services to which the complaints related	N/A

1. The Senior Designated Employee is the Chief Compliance Officer of the Branch.
2. A complaint is considered Resolved if the Branch provides a response to the satisfaction of the person who made the complaint.
3. A complaint is considered Closed if the Branch provides a final response to a person who made the complaint, and that person is not satisfied or does not respond.