

Report of Complaints for the year ended December 31, 2022

The Branch has set up Policy and Procedures for Dealing with Complaints to comply with federal consumer protection laws and regulations. In addition, pursuant to Section 627.47 of the Bank Act, annually the Branch shall make the following information on its website:

- The number and the nature of complaints dealt with by officer or employee designated by the Branch: Nil received
- The average length of time taken to deal with the complaints received by the officer or employee of the Branch: N/A
- The number of complaints resolved to the satisfaction of the persons who made them: N/A