



# Helping you with your complaint

Our service commitment to you

## What's inside...

Our commitment to you

How we will resolve your banking complaint

Ombudsman for Banking Services and Investments (OBSI)

The Financial Consumer Agency of Canada (FCAC)

The Privacy Commissioner of Canada

Voluntary Codes of Conduct and Public Commitments

# Table of contents

<b>Our commitment to you</b>	<b>3</b>
<b>How we will resolve your banking complaint</b>	<b>3</b>
<b>Step 1 - Voice your complaint</b>	<b>3</b>
<b>Step 2 - Escalate your complaint</b>	<b>4</b>
<b>Step 3 - Appeal the decision</b>	<b>4</b>
<b>Ombudsman for Banking Services and Investments (OBSI)</b>	<b>5</b>
<b>The Financial Consumer Agency of Canada (FCAC)</b>	<b>5</b>
<b>The Privacy Commissioner of Canada</b>	<b>6</b>
<b>Voluntary Codes of Conduct and Public Commitments</b>	<b>6</b>

# Our commitment to you

At CIBC, we're committed to giving you the best possible service whenever and however you bank with us. As we build an enduring relationship with you to help make your ambitions reality, our Service Commitment explains what you can expect from us. We feel privileged to serve you and we strive to show it every day.

## Holding everyone accountable to you

From the Client Service Representative at your banking centre or business centre, to our President & CEO — everyone at CIBC stands behind our Service Commitment. It is through our Service Commitment that we build your trust and confidence.

## Talking openly with you

When you do business at CIBC, you can expect us to be open and transparent. We'll also be open and transparent when we write to you - we work to ensure we write our documents in plain language, to make them clear and easy to understand.

## Candidly explaining our service fees

We'll explain the rates, terms and conditions for our products and services clearly, including the fees.

### **Our service fees are based on three principles:**

1. Simple to understand.
2. Reflect our commitment to deliver options and value.
3. Provide you with choices to reduce or eliminate certain fees.

## Your privacy is important to us

At CIBC, protecting the privacy and confidentiality of your personal information is a top priority for our team and an integral part of our Service Commitment to you. For more information on how your privacy is protected please visit [cibc.com/en/privacy-security/privacy-policy.html](https://cibc.com/en/privacy-security/privacy-policy.html)

# How we will resolve your complaint

Our team members have the power to resolve your complaint and make things right. And we will do it as quickly as possible. Here's how to engage our team:

## Step 1: Voice your complaint

Our team is here to help. As a first step in the complaint process, please:

- speak with your advisor, relationship manager or other CIBC team member who you are dealing with;
- visit your local banking centre; or
- call CIBC Telephone Banking at 1 800 465-CIBC (2422)

If you are a Commercial Banking client, please contact the Business Contact Centre at 1 888 947-7736

## Step 2: Escalate your complaint

You may choose to escalate your complaint to one of our Care teams. You have two ways to escalate your concern:

- Ask the person you spoke with in Step 1 to escalate your complaint for you, or
- You can contact the Care team directly at the number given below

If your complaint isn't resolved by the team member you spoke with in Step 1 within 14 days from the day you voiced it to us, we automatically escalate your complaint to one of our Care teams. We assign your complaint to a Care team member who will review your complaint and respond to you directly.

### Personal and Business Banking including Private Banking Clients:

#### Contact the Client Care Centre by:

**Telephone:** 1 800 465-2255

**Online:** [cibc.com/escalate](https://www.cibc.com/escalate)

**Mail:** CIBC Client Care  
P.O. Box 15, Station A  
Toronto ON M5W 1A2

### Commercial Banking Clients:

#### Contact Commercial Care by:

**Telephone:** 1 888 948-8816

**Email:** [Commercial.Care@cibc.com](mailto:Commercial.Care@cibc.com)

**Mail:** 199 Bay St. CCW-B4  
Toronto ON M5L 1A2

### Capital Markets Clients:

#### Contact Capital Markets Complaints Team by:

**Email:** [CapitalMarketsClientComplaints@cibc.com](mailto:CapitalMarketsClientComplaints@cibc.com)

## Step 3: Appeal the decision

If you don't accept the response you get from the team member in Step 2, you can appeal the decision. You can ask to have your complaint escalated to the CIBC Client Complaint Appeals Office (CCAO). You may also contact the CCAO directly.

The CCAO is part of CIBC. Its mandate is to review your complaint and provide a response that's objective and unbiased to resolve matters with you. The CCAO is not an independent dispute resolution service. However, in an effort to be impartial, they do not report directly to any business area at CIBC. It can take the CCAO 3 to 5 weeks to complete an investigation depending on the nature and complexity of your complaint. Any statutory limitation periods that apply to your case will continue to run while the CCAO reviews your complaint, which may impact your ability to begin a civil action.

### You can contact the CCAO by:

**Telephone:** 1 888 947-5207

**Online:** [cibc.com/appeal](https://www.cibc.com/appeal)

**Email:** [ClientComplaintAppeals@cibc.com](mailto:ClientComplaintAppeals@cibc.com)

**Mail:** CIBC Client Complaint Appeals Office  
P.O. Box 342, Commerce Court  
Toronto ON M5L 1G2

If you do not accept the decision of the CCAO, or when 56 days have elapsed after CIBC received your complaint, you can contact the Ombudsman for Banking Services and Investments (OBSI) whose purpose is to review your complaint.

# Independent consumer support agencies

In addition to CIBC's Service Commitment to you, there are a number of external agencies that monitor Canada's financial industry to ensure compliance and reliable access to financial services. You can raise your complaint to these agencies.

## Ombudsman for Banking Services and Investments (OBSI)

OBSI is independent from CIBC. You have the right to ask OBSI to review your complaint about banking products and services or investments. After the CCAO investigation, you have up to six months after the date of CIBC's response to you to contact OBSI. OBSI reserves the right to decline requests for investigations after six months have passed since CIBC responded to your complaint.

Where appropriate, OBSI may ask the CCAO to help them find the earliest possible resolution of your complaint.

### You can reach the OBSI by:

**Telephone:** 1 888 451-4519  
**Fax:** 1 888 422-2865  
**Email:** [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)  
**Online:** [obsi.ca](http://obsi.ca)  
**Mail:** Ombudsman for Banking Services and Investments  
20 Queen Street West, Suite 2400  
P.O. Box 8  
Toronto ON M5H 3R3

## The Financial Consumer Agency of Canada (FCAC)

The FCAC supervises federally regulated financial institutions, including CIBC. The FCAC ensures compliance with federal financial consumer protection measures. For example, financial institutions must give consumers information about their fees, interest rates and complaint handling procedures. The FCAC also helps educate consumers and monitors voluntary codes of conduct and public commitments designed to protect consumers' interests. If you have a regulatory complaint or a complaint concerning a voluntary code of conduct or public commitment, you can reach the FCAC by:

**Telephone:** 1 866 461-3222 (English)  
or 1 866 461-2232 (French)  
**Online:** [canada.ca/en/financial-consumer-agency.html](http://canada.ca/en/financial-consumer-agency.html)  
**Mail:** Financial Consumer Agency of Canada  
427 Laurier Ave. West, 6th Floor  
Ottawa ON K1R 1B9

The FCAC will find out whether the financial institution is in compliance with regulations, voluntary codes of conduct or public commitments. However, the FCAC will not resolve individual consumer complaints.

# Office of the Privacy Commissioner of Canada

**If your complaint involves a privacy issue you may contact the Office of the Privacy Commissioner of Canada:**

**Telephone:** 1 800 282-1376

**Online:** [priv.gc.ca/](http://priv.gc.ca/)

**Mail:** 30 Victoria Street  
Gatineau QC K1A 1H3

## Voluntary Codes of Conduct and Public Commitments

As part of our Service Commitment to you, CIBC has adopted a number of voluntary codes of conduct and public commitments. You can expect that we will observe these codes and commitments when you do business with CIBC:

**Canadian Code of Practice for Consumer Debit Card Services:** This Code of Conduct is designed to protect Canadian consumers who use debit card services. It outlines industry practices as well as the responsibilities of and consumers and the industry in relation to debit card transactions and liability.

**Code of Conduct for the Credit and Debit Card Industry in Canada:** This Code of Conduct applies to debit and credit card networks and their participants. It outlines payment card networks operators' responsibilities for providing information, flexibility and choice to merchants.

**Canadian Bankers Association's Code of Conduct for Authorized Insurance Activities:** This Code of Conduct outlines the banks' standards for branch employees selling credit, travel and personal accident insurance. It deals with training, disclosure, promotion practices, customer privacy protection and complaints procedures.

**Code of Conduct for Federally Regulated Financial Institutions: Mortgage Prepayment Information:** The Code of Conduct is designed to ensure that enhanced information is available to assist borrowers in making decisions about mortgage prepayment.

**Code of Conduct for the Delivery of Banking Services to Seniors:** This Code of Conduct sets out principles that apply to banks to guide them when they deliver banking products and services to Canada's seniors. The principles cover topics such as policies and procedures, effective communication, training, and resources for employees and representatives.

**Canadian Bankers Association's Commitment to Online Payments:** This public commitment outlines consumer and industry responsibilities related to the use of online payment systems in Canada. A process for dealing with disputes is included in the commitment.

**Canadian Bankers Association's Commitment on Modification or Replacement of Existing Products or Services:** This public commitment outlines the procedures for banks to follow when they modify or replace existing personal products or services. It excludes optional products and services as defined by the Negative Option Billing Regulations.

**Canadian Bankers Association's Commitment on Powers of Attorney and Joint Deposit Accounts:** This public commitment sets out the information about Powers of Attorney and or joint accounts that banks will make available to clients to help them understand the implications of using these features and services.

**Canadian Bankers Association's Commitment to Provide Information on Mortgage Security:** This public commitment sets out the nature of the information about mortgage security that banks will provide to consumers shopping for a mortgage to obtain funds for the purchase of a residential property, and when they will provide that information to help consumers choose the mortgage product that best suits their needs.

**Fraud Protection and Liability Commitments:** These are commitments that provide transparency to clients about liability in the event of fraudulent/unauthorized transactions on credit and debit cards. They include Visa\* E-Promise, Visa\* Zero Liability Policy, MasterCard Zero Liability Policy and Interac® Zero Liability Policy.

**Free Credit Card Printed Statements Commitment:** This is a commitment to provide a monthly paper copy of a credit card statement to a client free of charge.

**Canadian Bankers Association's Guidelines for Transfers of Registered Plans:** A commitment outlining the maximum amount of time that banks may require when transferring a registered savings plan (RSP) containing deposit type instruments, mutual funds or securities between financial institutions.

**Low-cost and No-cost Bank Account Commitment:** This is a commitment to provide a low-cost retail deposit account for no more than \$4 per month that has the following features: a minimum of 12 debit transactions per month, at least 2 of which can be done at a banking centre; cheque writing privileges; no extra charge for deposits; debit card; pre-authorized payment forms; monthly printed statements and cheque image return or online cheque viewing. Other services on the deposit account are available for a reasonable additional fee. CIBC has also committed to provide these same deposit accounts at no cost to youth, students, Guaranteed Income Supplement (GIS) recipient seniors and Registered Disability Savings Plan (RDSP) beneficiaries.

**Canadian Bankers Association's Model Code of Conduct for Bank Relations with Small and Medium Sized Businesses:** This code of conduct states minimum standards for banks when dealing with small and medium-sized enterprises (SMEs). The code outlines the banks' responsibilities when processing loan or credit applications from SMEs. CIBC has developed our own code for the business activities we conduct with SMEs.

**Canadian Bankers Association's Commitment Plain Language Mortgage Documents:** This document reflects the Canadian Bankers Association member banks' commitment to improving the understandability of residential mortgage documents.

**Principles of Consumer Protection for Electronic Commerce:** These principles are intended to guide the actions of businesses, consumers and governments in Canada in developing a consumer protection framework for electronic commerce over open networks, including the Internet. The framework also clarifies the responsibilities associated with the service.

**Undertaking on Principal Protected Notes:** This is an undertaking by CIBC regarding CIBC-issued principal protected notes (PPN), including index-linked deposits, purchased by telephone or electronic means.

For more information on these voluntary codes and commitments, please visit [cibc.com](http://cibc.com).

## For more information

Talk to a CIBC team member at your nearest banking centre, visit [cibc.com](http://cibc.com), or call 1 800 465-CIBC (2422)

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