

At National Bank Trust, providing exceptional service is part of our commitment to our clients. If you have a problem or complaint, we encourage you to contact us. Please rest assured that we will handle your complaint in a fair and equitable manner.

Summary of the policy for handling complaints

National Bank Trust has appointed a person responsible for ensuring the enforcement of its policy for handling complaints within the Client Relationship and Complaints Advisory Services of the Legal Affairs, Wealth Management sector.

Clients who wish to file a complaint about an employee, service or product offered by National Bank Trust may do so verbally or in writing, in the form of an email (trustservices@nbc.ca) or letter (National Bank Trust, 800 Saint-Jacques Street, Suite 91991, Montreal, QC, H3C 1A3, c/o NBT management).

- › A complaint may be made by the client or by a person duly authorized to act on the client's behalf.
- › The Client Relationship and Complaints Advisory Services sector sends an acknowledgement of receipt to the client within 5 days of receipt of the complaint, detailing the contact information of the person responsible for handling their complaint.
- › A final written response is sent to the client by the Client Relationship and Complaints Advisory Services sector no later than 90 days following receipt of the complaint, detailing the conclusions of their analysis and the result of their handling of the issue.
- › If the client is not satisfied with how their complaint was handled or the outcome, they may request to have their file transferred to the Autorité des marchés financiers (AMF), which will then conduct its analysis and propose, if it deems it appropriate, dispute resolution services.