

Handling of Complaints

Should you have a question, concern or complaint, we suggest that you first discuss it with your client advisor or your branch manager.

If the issue is not resolved to your satisfaction, you may contact us in writing at:

Compliance Officer
UBS Bank (Canada)
154 University Avenue
Toronto, Ontario, Canada
M5H 3Z4

If you are not satisfied with the response of the Compliance Officer, you can appeal to UBS Bank (Canada)'s Ombudsman at:

Ombudsman
UBS Bank (Canada)
154 University Avenue
Toronto, Ontario, Canada
M5H 3Z4

If, at this point, your issue remains unresolved, you may contact the Ombudsman for Banking Services and Investments, an independent investigator appointed by the federal government to investigate the complaints of bank and investment company customers, at:

Ombudsman for Banking Services & Investments
Suite 1505, P.O. Box 5
401 Bay Street
Toronto, Ontario, Canada
M5H 2Y4
Tel: 1-888-451-4519
Fax: 1-888-422-2865
Toronto Area Tel: 416-287-2877
Toronto Area Fax: 416-225-4722
Email: ombudsman@obsi.ca

If you have any concerns about our compliance with federal consumer protection laws, you may contact in writing:

Financial Consumer Agency of Canada
6th Floor, Enterprise Building
427 Laurier Avenue West
Ottawa, Ontario, Canada
K1R 1B9
Tel: 1-866-461-3222
Website: www.fcac-acfc.gc.ca