

BMO Financial Group
Complaint Handling Process



We're here to help.

Whenever you need to talk to us,
we'll be here to help.

BMO



The most recent version of this brochure is available online at bmo.com

You come
first in
everything
we do.

If you have a complaint, we encourage you to let us know and give us the opportunity to resolve the issue. We promise to address your complaint quickly, efficiently and professionally, because retaining your confidence is very important to us.

This brochure outlines BMO Financial Group's Complaint Handling Process for customers in Canada. It's designed to put you in touch with the people who can help.

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BMO's complaint handling process is comprised of three steps.

The first step of the complaint handling process begins when you share your concerns with a BMO representative at a branch, BMO office, or by calling the BMO Bank of Montreal Customer Contact Centre. We will provide you with an acknowledgement that we have received your complaint and will work to address your complaint quickly, efficiently, and professionally.

If we are unable to resolve your complaint within 14 days from the date you raised it, your complaint will be escalated to the second step of the complaint handling process, where it will be reviewed by a senior officer of the business. You can also request to escalate your complaint directly to a senior officer if you are dissatisfied with the outcome or at any time during the process by contacting the applicable office as outlined in the section titled, "Step 2: Escalate to a Senior Officer" below.

You will receive a response from a senior officer as quickly as possible. If you are not satisfied with the outcome, you may escalate your complaint to the Customer Complaint Appeal Office (CCAO), which is the third and final step in the complaint handling process. If you are not satisfied with the outcome, you may escalate your complaint externally to the Ombudsman for Banking Services and Investments.

If your complaint is reviewed by the CCAO and if we cannot resolve your complaint internally within 56 days from the date we received your complaint, we will notify you of the potential delay and you will have the option to raise your complaint to the Ombudsman for Banking Services and Investments.

Contact details for raising concerns are as follows:

Note: When contacting us electronically do not send personal and/or financial information via unsecured email.

1. Sharing your Concern

Talk to a BMO representative. You can raise your concerns, including privacy concerns, at a BMO branch or office where you normally conduct your business or, alternatively, you can contact:

BMO Bank of Montreal Customer Contact Centre

Personal Banking*

Call: 1-877-225-5266

Business Banking*

Call: 1-877-262-5907

BMO Credit Cards*

Call: 1-800-263-2263

*For clients who are deaf or hard of hearing, BMO supports calls (24/7) from third party relay service providers trained to relay communications through message relays (MRS) or video relays (VRS).

BMO Platinum Banking

Contact the Relationship Manager indicated on your account statement.

Call: 1-800-844-6442

Visit: bmo.com/privatewealth

Commercial Banking

Contact your Relationship Manager

Visit: commercial.bmo.com/our-bankers/

BMO Creditor & Travel Insurance Products

(For insurance products offered through the Bank of Montreal including on mortgages, lines of credit and BMO Credit Cards)

Contact the BMO Bank of Montreal Customer Contact Centre
Call: 1-877-225-5266

2. Escalate to a Senior Officer

If your complaint is unresolved after following Step 1 of the process or you wish to escalate your complaint sooner than 14 days, you can escalate your complaint directly to a senior officer as follows:

For matters relating to Personal and Business Banking, please contact:

BMO Bank of Montreal

Senior Officer c/o Resolution Office

Call: 1-800-372-5111

P.O. Box 3400, RPO Streetsville

Mississauga, Ontario, L5M 0S9

If your concerns relate to Commercial Banking, please contact:

BMO Commercial Banking Headquarters

Email: NACom.Compliance@bmo.com

If you are a BMO Platinum Banking customer, please contact:

BMO Platinum Banking

Senior Officer c/o BMO Platinum Banking Headquarters
1 First Canadian Place, P.O. Box 150, Toronto, ON M5X 1A1
Email: PlatinumBankingComplaints@bmo.com

For matters relating to Personal and Business Banking Collections, please contact:

Account Management Unit

Senior Officer c/o Resolutions Department
PO Box 3100 Streetsville ON, L5M0S1
Email: AMU.Resolutions@bmo.com

BMO Creditor and Travel Insurance

Office of the President
60 Yonge Street, Toronto, ON M5E 1H5
Call: 1-866-488-2595
Email: CreditorInsurance.Complaints@bmo.com

3. Escalate to the Customer Complaint Appeal Office (CCAO)

If your complaint is unresolved after following Steps 1 and 2, you may escalate to the Customer Complaint Appeal Office.

The CCAO will review your concerns to determine if they are within its mandate. The CCAO does not investigate certain types of complaints including business or risk management decisions, and matters that are, or have been, before a court. If the CCAO determines your concerns are within its mandate, an investigator will conduct a review and at the conclusion of the review may facilitate a resolution between the parties or make a recommendation to settle the complaint.

Customer Complaint Appeal Office

1 First Canadian Place, P.O. Box 150
Toronto, ON M5X 1H3
Call: 1-800-371-2541
Fax: 1-800-766-8029
Email: complaint.appeal@bmo.com
Visit: bmo.com/customercomplaintappealoffice

By requesting a review of your concerns by BMO's Customer Complaint Appeal Office, you agree and acknowledge the terms of service that govern our investigations which can be found at bmo.com/customercomplaintappealoffice. These terms provide that our response is confidential and intended solely to provide our views on your complaint. It is not for broader use, circulation or publication.

Contacting the Ombudsman for Banking Services and Investments (OBSI)

If your complaint is unresolved after receiving a response from the CCAO, you can contact OBSI and ask them to review your complaint. You can also send your complaint to OBSI if we haven't responded to your complaint within 56 days from the date when the complaint was first received by BMO Financial Group.

OBSI is an independent and impartial dispute resolution service for consumers with a complaint they can't resolve with their banking services or investment firm. The OBSI process is free of charge and confidential.

Ombudsman for Banking Services and Investments

20 Queen Street West, Suite 2400
P.O. Box 8, Toronto, ON M5H 3R3
Call: 1-888-451-4519 / 416-287-2877
Fax: 1-888-422-2865
Teletypewriter (TTY): 1-844-358-3442
Email: ombudsman@obsi.ca
Visit: obsi.ca

Contacting The Office of the Privacy Commissioner of Canada

If your complaint is about the privacy of your personal information and remains unresolved, you may escalate to:

The Office of the Privacy Commissioner of Canada

Call: 1-800-282-1376
Visit: priv.gc.ca

Voluntary Codes of Conduct and Public Commitments

The Canadian banking industry has developed several voluntary commitments and codes, designed to protect consumers and serve them better. Copies or additional information about the voluntary commitments and codes are available on our website at bmo.com/home/popups/global/codes-of-conduct.

For example, one of BMO's commitments is to ensure its employees do not apply undue pressure, coerce, or take advantage of a person in its sales practices.

Alternative Options

Financial Consumer Agency of Canada (FCAC)

The FCAC supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws and voluntary codes of conduct and public commitments.

For example, financial institutions are required to provide consumers with information about complaint handling procedures, fees, interest rates and branch closures.

If you have a complaint concerning a consumer protection law or voluntary code of conduct or public commitment, you may contact the FCAC at:

Financial Consumer Agency of Canada

427 Laurier Avenue West, 6th Floor
Ottawa, ON K1R 1B9

Call (English): 1-866-461-FCAC (3222)

Call (French): 1-866-461-ACFC (2232)

For calls from outside Canada: 613-960-4666

Teletypewriter (TTY): 1-866-914-6097 / 613-947-7771

Fax: 1-866-814-2224 / 613-941-1436

Visit: canada.ca/en/financial-consumer-agency.html

Note: The FCAC does not provide redress or compensation and will not get involved in individual disputes.

For a complete list of federal consumer-protection laws, voluntary codes of conduct and public commitments, visit: canada.ca/en/financial-consumer-agency.html

Autorité des marchés financiers (AMF)

As the regulatory body for Quebec's financial sector, the AMF protects consumers and enforces Quebec's financial legislation and regulations. The AMF offers guidance to consumers in preparing formal complaints regarding investments and insurance products. If you are dissatisfied with how your complaint has been handled, you may have your file transferred to the AMF. The AMF may review your complaint or offer voluntary mediation to help resolve a dispute. To arrange for the transfer of your complaint file, complete the transfer form available on the AMF website.

Autorité des marchés financiers

800 Square-Victoria, 4^e étage CP 246, Tour de la Bourse
Montréal, QC H4Z 1G3

Call: 514-395-0337 (Montreal)

418-525-0337 (Quebec City)

Toll-free: 1-877-525-0337

Fax: 514-873-3090

Visit: lautorite.qc.ca/en/general-public/assistance-and-complaints

Legal Assistance

You may consider retaining a lawyer regarding your complaint. You should be aware that there are legal time limits for taking civil action called limitation periods. A lawyer can advise you of your options. Once the applicable limitation period expires, you may lose the right to pursue some claims.

1. Sharing your Concern

Talk to a representative at the branch or office where your complaint originated, or where you normally conduct your business. If your concerns remain unsolved, please involve the manager or supervisor. You can also refer to the complaint handling process or terms and conditions documents given to you when you opened your account to determine where to best raise your concern.

Alternatively, you may contact:

BMO Nesbitt Burns Inc.

Contact your BMO Private Wealth Market Leader, as set out in your investment account statement.

BMO Investments Inc.

Contact the Branch Manager at the branch indicated on your account statement.

BMO InvestorLine Inc.

Call: 1-888-776-6886

Email: info@bmoinvestorline.com

Visit: bmo.com/self-directed or bmo.com/advisedirect

BMO Private Banking

Contact the Relationship Manager indicated on your account statement.

Call: 1-800-844-6442

Visit: bmo.com/privatewealth

2. Escalate to a Senior Officer

If your complaint is unresolved after following Step 1, you may escalate to the appropriate business group Senior Officer, listed below:

BMO Nesbitt Burns Inc.

Designated Complaints Officer

BMO Nesbitt Burns, Retail Compliance

1 First Canadian Place, P.O. Box 150, Toronto, ON M5X 1A1

Call: 1-866-391-5897

Email: BMONB.Complaints@bmonb.com

BMO Investments Inc.

Office of the Chief Compliance Officer

1 First Canadian Place, P.O. Box 150, Toronto, ON M5X 1A1

Email: BMOInvestorline@bmo.com

BMO InvestorLine Inc.

Designated Complaints Officer

BMO InvestorLine, Compliance

1 First Canadian Place, P.O. Box 150, Toronto, ON M5X 1A1

Call: 1-888-776-6886

Email: info@bmoinvestorline.com

BMO Private Banking

(BMO Private Investment Counsel Inc. and BMO Trust Company)

Office of the Chief Compliance Officer

1 First Canadian Place, P.O. Box 150

Toronto, ON M5X 1A1

Email: complaints.BMOPB@bmo.com

Still not satisfied?

If you are dissatisfied with our review, you may escalate to either of the following options:

Ombudsman for Banking Services and Investments (OBSI)

OBSI is an independent and impartial dispute resolution service for consumers with a complaint they can't resolve with their banking services or investment firm.

The OBSI process is free of charge and confidential. If your complaint is unresolved, you can contact OBSI and ask them to review your complaint. You can send your complaint to OBSI if we haven't responded to your complaint within 90 days since you escalated to us, or within 180 days of receiving BMO Financial Group's final response.

Ombudsman for Banking Services and Investments

20 Queen Street West, Suite 2400

P.O. Box 8, Toronto, ON M5H 3R3

Call: 1-888-451-4519 / 416-287-2877

Fax: 1-888-422-2865

Teletypewriter (TTY): 1-855-TTY-OBSI / 1-855-889-6274

Email: ombudsman@obsi.ca

Visit: obsi.ca

Customer Complaint Appeal Office (CCAO)

The CCAO is employed by BMO Financial Group and is not an independent dispute resolution service. The CCAO does not report to any business area and is not involved in BMO's business operations. The process is voluntary and focused on complaints for individual and small-business customers. The CCAO will review concerns to determine if they are within its mandate. The CCAO does not investigate certain types of complaints including business or risk management decisions, and matters that are, or have been, before a court. If the CCAO determines your concerns are within its mandate, an investigator will review your concerns and at the conclusion of the review may facilitate a resolution between the parties or make a recommendation to settle the complaint.

The estimated time the CCAO takes to review and provide a response is approximately 45-55 days based on historical data. Please note that statutory limitation periods continue to run while the CCAO reviews a complaint, which could impact your ability to commence a civil action.

Customer Complaint Appeal Office (CCAO)

1 First Canadian Place,
P.O. Box 150, Toronto, ON M5X 1H3

Call: 1-800-371-2541

Fax: 1-800-766-8029

Email: complaint.appeal@bmo.com

Visit: bmo.com/customercomplaintappealoffice

By requesting a review of your concerns by BMO's Customer Complaint Appeal Office, you agree and acknowledge the terms of service that govern our investigations which can be found at bmo.com/customercomplaintappealoffice. These terms provide that our response is confidential and intended solely to provide our views on your complaint. It is not for broader use, circulation or publication.

Contacting The Office of the Privacy Commissioner of Canada

If your complaint is about the privacy of your personal information and remains unresolved, you may escalate to:

The Office of the Privacy Commissioner of Canada

Call: 1-800-282-1376

Visit: priv.gc.ca

Alternative Options

Investment Industry Regulatory Organization of Canada (IIROC)

In Canada, regulation of the securities industry is carried out by provincial securities commissions and self-regulatory

organizations, which include IIROC. IIROC monitors client complaints and disciplinary matters to proactively identify emerging regulatory issues at Member firms. IIROC requires its Members to report client complaints and disciplinary matters, including internal investigations, denial of registration, disciplinary actions, settlements, and civil, criminal or regulatory action against the firm or its registered employees.

IIROC

Suite 2000, 121 King Street West

Toronto, ON M5H 3T9

Call: 1-877-442-4322

Fax: 1-888-497-6172

(Toll-free complaints line for inquiries and to have a Customer Complaint Form mailed to you)

For further information, you may visit IIROC's website (iiroc.ca). IIROC provides information to consumers on how to file a complaint here (iiroc.ca/investors/how-make-complaint). This website provides various resources and allows you to file your complaint online or download and complete a Complaint Form which you can either email to investorinquiries@iiroc.ca or fax to 1-888-497-6172.

Mutual Fund Dealers Association of Canada (MFDA)

The MFDA is the self-regulatory organization in Canada that investigates complaints about mutual fund dealers and their representatives, and takes enforcement action where appropriate. You may make a complaint to the MFDA at any time, whether or not you have complained to us. The MFDA does not order compensation or restitution to clients of Members. The MFDA exists to regulate the operations, standards of practice and business conduct of its Members and their representatives with a mandate to enhance investor protection and strengthen public confidence in the Canadian mutual fund industry.

The MFDA has also entered into a Co-Operative Agreement with the Autorité des marchés financiers and actively participates in the regulation of mutual fund dealers in Quebec.

Mutual Fund Dealers Association of Canada

121 King Street West, Suite 1000

Toronto, ON M5H 3T9

Call: 416-361-6332

Toll Free: 1-888-466-6332

Fax: 416-361-9073

Email: complaints@mfd.ca

Visit: mfd.ca

Autorité des marchés financiers (AMF)

As the regulatory body for Quebec's financial sector, the AMF protects consumers and enforces Quebec's financial legislation and regulations. The AMF offers guidance to consumers in preparing formal complaints regarding investments and insurance products. If you are dissatisfied with how your complaint has been handled, you may have your file transferred to the AMF. The AMF may review your complaint or offer voluntary mediation to help resolve a dispute. To arrange for the transfer of your complaint file, complete the transfer form available on the AMF website.

Autorité des marchés financiers

800 Square-Victoria, 4^e étage CP 246, Tour de la Bourse
Montréal, QC H4Z 1G3

Call: 514-395-0337 (Montreal)

418-525-0337 (Quebec City)

Toll-free: 1-877-525-0337

Fax: 514-873-3090

Visit: lautorite.qc.ca/en/general-public/assistance-and-complaints

Residents of Manitoba, New Brunswick or Saskatchewan

Securities regulatory authorities in these provinces have the power to, in appropriate cases, order that a person or company that has contravened securities laws in their province pay compensation to a claimant. The claimant is then able to enforce such an order as if it were a judgment of the superior court in that province. For more information, please visit:

Manitoba:

msc.gov.mb.ca

New Brunswick:

nbsc-cvmnb.ca

Saskatchewan:

fcaa.gov.sk.ca

Legal Assistance

You may consider retaining a lawyer regarding your complaint. You should be aware that there are legal time limits for taking civil action called limitation periods. A lawyer can advise you of your options. Once the applicable limitation period expires, you may lose the right to pursue some claims.

BMO Insurance & BMO Estate Insurance

1. Sharing your concern

BMO Insurance

(For BMO Life Assurance products and services)

Please contact BMO Insurance at 1-866-881-9054, or your advisor if applicable.

BMO Estate Insurance Advisory Services Inc.

Please contact the Advisor indicated on your account statement.

2. Escalate to a Senior Officer

If your complaint is unresolved after following Step 1 of the process or you wish to escalate your complaint sooner than 14 days, you can escalate your complaint directly to a senior officer as follows:

For matters relating to Personal and Business Banking, please contact:

BMO Insurance

Office of the President

60 Yonge Street, Toronto, ON M5E 1H5

Call: 1-866-488-2595

Email: Insurance.ResolutionOffice@bmo.com

BMO Estate Insurance Advisory Services Inc.

Office of the Chief Compliance Officer

1 First Canadian Place P.O. Box 150, Toronto, ON M5X 1A1

Email: EIASI.Complaints@bmo.com

3. Escalate to the Customer Complaint Appeal Office (CCAO)

If your complaint is unresolved after following Steps 1 and 2, you may escalate to the Customer Complaint Appeal Office.

The CCAO will review your concerns to determine if they are within its mandate. The CCAO does not investigate certain types of complaints including business or risk management decisions, and matters that are, or have been, before a court. If the CCAO determines your concerns are within its mandate, an investigator will review your concerns and at the conclusion of the review may facilitate a resolution between the parties or make a recommendation to settle the complaint.

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1 First Canadian Place, P.O. Box 150
Toronto, ON M5X 1H3
Call: 1-800-371-2541
Fax: 1-800-766-8029
Email: complaint.appeal@bmo.com
Visit: bmo.com/customercomplaintappealoffice

By requesting a review of your concerns by BMO's Customer Complaint Appeal Office, you agree and acknowledge the terms of service that govern our investigations which can be found at bmo.com/customercomplaintappealoffice. These terms provide that our response is confidential and intended solely to provide our views on your complaint. It is not for broader use, circulation or publication.

Contacting the OmbudService for Life & Health Insurance (OLHI)

If you are a client of BMO Life Assurance Company or BMO Nesbitt Burns Inc. and have purchased insurance products through BMO Estate Insurance Advisory Services Inc., you have the option of escalating your concerns to OLHI if your complaint is unresolved after receiving a response from the CCAO or we haven't responded to your complaint within 56 days from the date when the complaint was first received by BMO Financial Group.

OLHI is a national independent complaint resolution and information service for consumers of Canadian life and health insurance products and services, including life, disability, employee health benefits, travel health insurance, and insurance investment products such as annuities and segregated funds.

OmbudService for Life & Health Insurance

2 Bloor St. West, Suite 700
Toronto, ON M4W 3E2
Attention: Associate General Manager
Call (English): 1-888-295-8112
Call (French): 1-866-582-2088
Visit: olhi.ca

Contacting The Office of the Privacy Commissioner of Canada

If your complaint is about the privacy of your personal information and remains unresolved, you may escalate to:

The Office of the Privacy Commissioner of Canada

Call: 1-800-282-1376
Visit: priv.gc.ca

Voluntary Codes of Conduct and Public Commitments

The Canadian banking industry has developed several voluntary commitments and codes, designed to protect consumers and serve them better. Copies or additional information about the voluntary commitments and codes are available on our website at bmo.com/home/popups/global/codes-of-conduct.

For example, one of BMO's commitments is to ensure its employees do not apply undue pressure, coerce, or take advantage of a person in its sales practices.

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The FCAC supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws and voluntary codes of conduct and public commitments.

For example, financial institutions are required to provide consumers with information about complaint handling procedures, fees, interest rates and branch closures.

If you have a complaint concerning a consumer protection law or voluntary code of conduct or public commitment, you may contact the FCAC at:

Financial Consumer Agency of Canada

427 Laurier Avenue West, 6th Floor
Ottawa, ON K1R 1B9
Call (English): 1-866-461-FCAC (3222)
Call (French): 1-866-461-ACFC (2232)

For calls from outside Canada: 613-960-4666
Teletypewriter (TTY): 1-866-914-6097 / 613-947-7771
Fax: 1-866-814-2224 / 613-941-1436
Visit: canada.ca/en/financial-consumer-agency.html

Note: The FCAC does not provide redress or compensation and will not get involved in individual disputes.

For a complete list of federal consumer-protection laws, voluntary codes of conduct and public commitments, visit: canada.ca/en/financial-consumer-agency.html

Autorité des marchés financiers (AMF)

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Autorité des marchés financiers

800 Square-Victoria, 4^e étage CP 246, Tour de la Bourse
Montréal, QC H4Z 1G3
Call: 514-395-0337 (Montreal)
418-525-0337 (Quebec City)
Toll-free: 1-877-525-0337
Fax: 514-873-3090
Visit: lautorite.qc.ca/en/general-public/assistance-and-complaints

Saskatchewan Residents

If you reside in Saskatchewan, you may contact the Superintendent of Insurance at:

Superintendent of Insurance

Insurance and Real Estate Division
Financial and Consumer Affairs Authority
Suite 601, 1919 Saskatchewan Drive,
Regina, Saskatchewan S4P 4H2
Call: 306-787-6700
Fax: 306-787-9006
Email: fid@gov.sk.ca
Website: fcaa.gov.sk.ca

Legal Assistance

You may consider retaining a lawyer to assist with your complaint. You should be aware that there are legal time limits for taking civil action called limitation periods. A lawyer can advise you of your options. Once the applicable limitation period expires, you may lose rights to pursue some claims.



Learn more
[bmo.com](https://www.bmo.com)

Our commitment to you

BMO Financial Group appreciates and values the opportunity to assist you in meeting your financial objectives today, and in the future. We're committed to a strong customer focus: on service, excellence, and being responsive to help you reach your goals. This demands that we will listen to you, constantly seek ways to enhance your experience with us, and help us earn the right to be your financial services provider.

The most recent version of this brochure is available online at [bmo.com](https://www.bmo.com)

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