

It's Time.

Drive change in Canadian banking to enrich people's lives.

353% 10-year
Total shareholder return

\$119 billion
Total assets under management & administration

607,000+
Customers served

Note: all cover measures as at January 31, 2024.

At Equitable¹, we take pride in our service and are committed to providing our customers with the best customer experience that we can. The dedicated employees in our business units ensure that most complaints are resolved before they reach the Dispute Resolution Office (DRO), the third and final internal step in Equitable's 3-Step Customer Complaint Handling Procedures (CCHP).

Step 1:

Talk to your Business Unit Representative

Step 2:

Contact the Business Unit Head

Step 3:

Write to the Dispute Resolution Office (DRO)

The DRO is headed by our Vice-President and Chief Compliance Officer and is the most senior designated office authorized to address customer complaints across the Bank and its subsidiaries.

Formerly known as the Office of the Ombudsman, the DRO works closely with both customers and Equitable's relevant business units to independently and thoroughly conduct a full investigation of customer complaints that cannot be resolved within the first two steps of Equitable's CCHP. The DRO is committed to providing an impartial review based on the evidence available to help customers and Equitable reach a fair, reasonable and transparent resolution. Where appropriate, the DRO also makes recommendations to improve Equitable's operations, products and services that enhance the customer experience.



If a complaint has not been resolved within the first two steps of Equitable's CCHP, a customer may submit their complaint in writing to the DRO. Once we receive the written complaint, we will acknowledge the request within 48 hours. We will do an initial assessment to confirm that the matter falls within the mandate of our Office. If the complaint is within our mandate and has been through the first two steps of the CCHP, we will begin a full investigation and confirm same to you in writing. Most investigations are concluded within 2 to 4 weeks. We will provide you with a final resolution/recommendation in writing. Any recommendations we make are non-binding and parties are free to accept or reject them and pursue other options for resolution, including to Equitable's external complaints body, Ombudsman for Banking Services and Investments (OBSI).

Some matters fall outside of the DRO's mandate. These include credit granting policies/lending decisions; matters of policy such as interest rates, service fees and account closures; issues that are in litigation or have been decided by the courts; and transactions for which bank records no longer exist (typically after six or seven years). The DRO may, however, investigate such complaints falling outside its mandate to determine whether Equitable followed proper procedures.

If you are not satisfied with the final recommendation made by the DRO, you can refer your complaint to the Ombudsman for Banking Services and Investments (OBSI), an independent external complaints body, for further review. If you choose to contact OBSI, please do so within 180 calendar days from the date you received a response from Equitable's DRO. You may also contact OBSI if it has been more than 56 calendar days from the day you made the complaint to Equitable and you have yet to receive a final response.

¹ **Equitable** means Equitable Bank, a wholly owned subsidiary of EQB Inc., and Equitable Trust, Concentra Bank and Concentra Trust, each wholly owned subsidiaries of Equitable Bank. EQ Bank is a trade name of Equitable Bank and is its digital banking platform.

Did you know?

The Federal government introduced a Financial Consumer Protection Framework under the *Bank Act* to further protect consumers of banking services. It came into effect on June 30, 2022 and is overseen by the Financial Consumer Agency of Canada (FCAC). Many of these consumer protection provisions are designed to improve consumer trust in Canada's financial sector through, among other things, improved complaint handling.

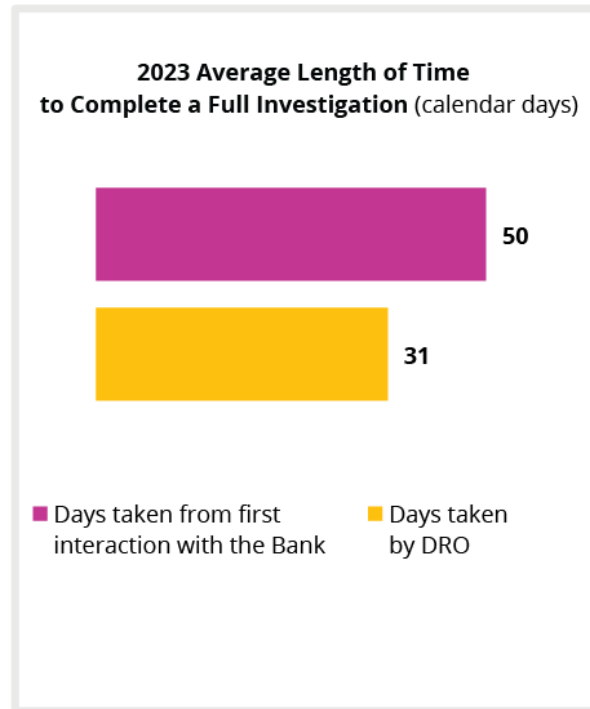
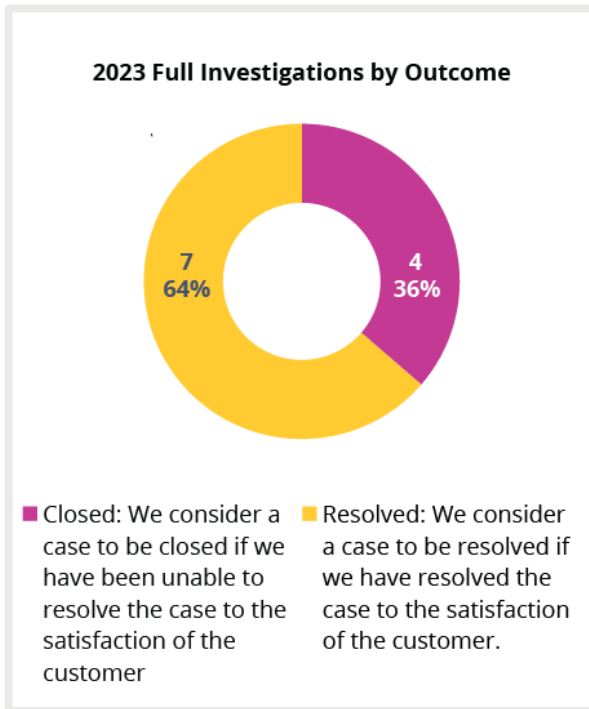
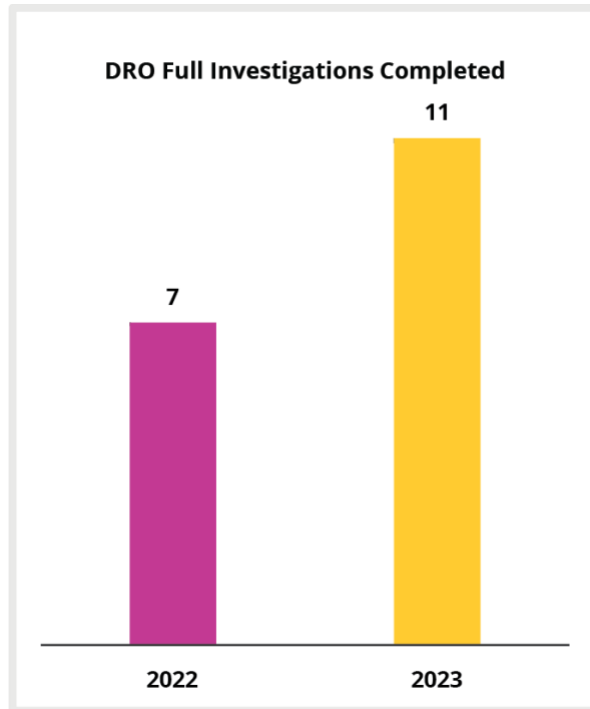
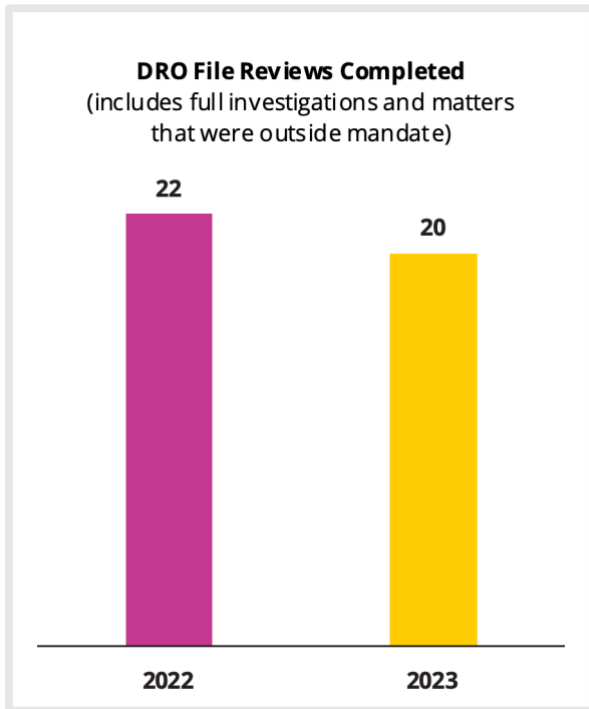
Equitable has enhanced and strengthened its consumer protection measures to comply with the Framework and provide a more simplified complaint handling process through increased transparency and timely resolutions. If you have a complaint about the products and services the Bank (or any of its affiliates) offers, sells, or provides, and about the manner in which they are offered, sold, or provided, we are here for you. We take pride in our service and continue to be committed to providing you with the best customer experience that we can with our easy 3-step Customer Complaint Handling Procedures (CCHP).

Under these provisions, Equitable is required to deal with customer complaints within 56 days and if we cannot resolve your complaint within 14 days, we will automatically send it to our Business Unit Head (Step 2) for further review and resolution. You will receive an acknowledgement of your complaint at first point of contact and written notifications when your complaint is closed or resolved to your satisfaction. Further escalation to the Dispute Resolution Office will result in a final resolution/recommendation to you in writing.

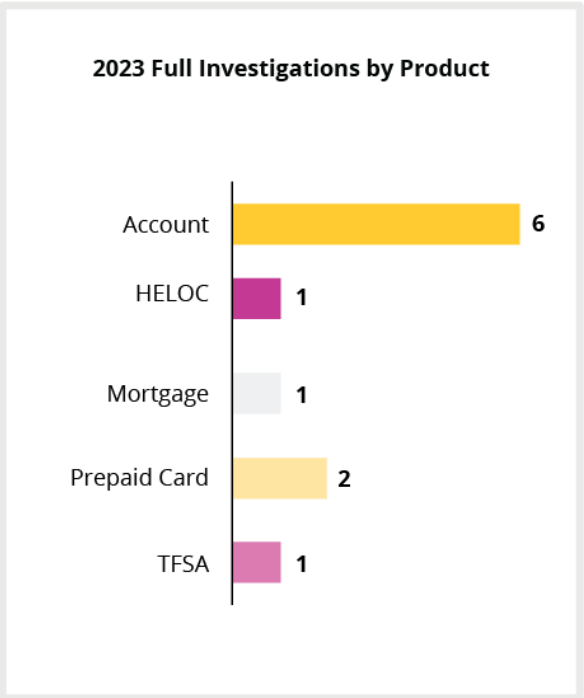
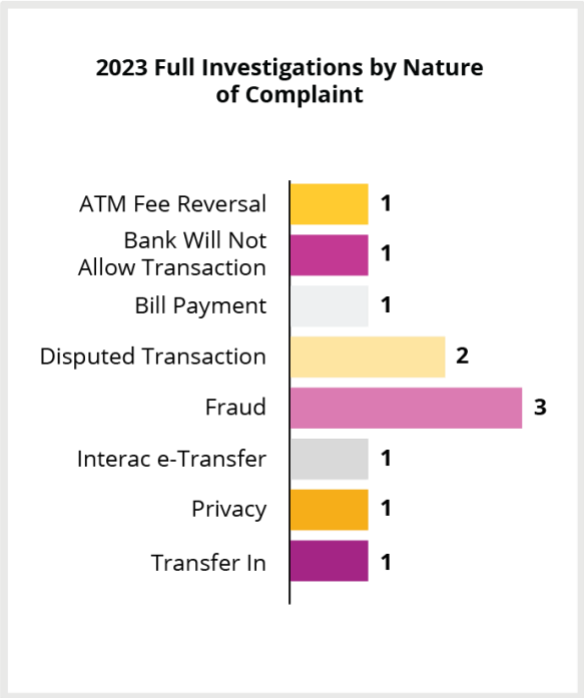
Equitable's CCHP provides more information about our external complaints body and other regulatory bodies in Canada and is available in our offices and on our websites. We invite you to visit our websites at equitablebank.ca/resolving-your-concerns and eqbank.ca/legal/customer-complaint-handling-procedures.



Equitable is pleased to publish our **2023 Annual Dispute Resolution Office Report** that provides an overview of the complaints received by the DRO, the most senior designated office authorized to address our customer complaints, during the fiscal year ending October 31 2023². In 2023, the DRO resolved or closed a total of 11 full investigations, 7 of which were resolved to the client’s satisfaction. This represented 0.2% of the total complaints Equitable received for the year.



² Equitable’s year-end changed from December 31st to October 31st in 2023. Starting November 1, 2023 and going forward, the fiscal year will run from November 1 to October 31.



We encourage our customers to bring their concerns to the attention of the relevant business units as soon as possible and to follow our CCHP.