

# Code of Conduct and Problem Resolution Process

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It's your satisfaction that matters

# Building Harmonious Relations with Businesses

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In an effort to build harmonious relations with businesses, National Bank has drafted a Code of Conduct specifically to meet their expectations.

Accessible to all, this Code clearly sets out the standards governing relationships between National Bank and its business clients. As you read this Code, you will find that everything has been done to simplify policies and procedures so as to help you get the most from your financial institution.

# General Information

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## Clear, concise communication

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National Bank recognizes the importance of communicating openly with its clients. That is why it strives to develop and maintain frank and open channels of communication with all its clients. The Bank is also committed to providing them with documents that are written in plain, precise and clear language.

## Personnel you can rely on

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National Bank personnel is aware of its responsibilities and is always ready to support your initiatives. From Head Office staff to Managers – Commercial Banking, all employees understand how important they are to their clients. Considering that the regions enjoy considerable autonomy and the Vice-President – Commercial Banking for each region has significant decision-making authority, you can be assured of receiving rapid responses that take regional realities into account.

At the national level, a senior-level employee of National Bank is responsible for seeing that all employees apply and respect the Code of Conduct. It is this senior-level employee's mission to ensure that employees who work with business clients respect the principles set out in the Code.

National Bank has filed a copy of this Code of Conduct with the Financial Consumer Agency of Canada.

# Credit Process

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The credit application is an important part of the relationship between a company and its banker. National Bank personnel therefore gives it very special attention.

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## Credit application

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When you apply for commercial credit, National Bank makes the following information available:

- > Instructions on how to apply for credit
- > An explanation of the requirements in order to obtain a bank loan
- > Guidelines and advice on preparing a business plan
- > An estimate of the time it will take to approve or refuse a credit application

All this information is accessible through our website at [nbc.ca](http://nbc.ca).

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## Approval of credit application

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National Bank evaluates each credit application based on its own merits. Once a credit application is approved, the Bank informs the client of the terms and conditions of financing as well as all the information and documents required before and after the loan is granted. This information can be provided in writing at the client's request.

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## Refusal of credit application

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If a credit application is refused, National Bank informs the client of:

- > the main reason(s) for the decision,
- > the requirements for the application to be reviewed,
- > particulars it has on other possible sources of funding (government programs, venture capital, etc.).

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## Change in circumstances in credit relationship

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If a business that has a loan with National Bank undergoes major changes, the Bank will carefully review the existing terms and conditions before deciding whether or not to intervene.

If the credit relationship changes in such a way that additional information is required, the client is contacted and given a reasonable amount of time to provide this information.

Normally, the Bank will notify its clients at least 15 calendar days in advance of any measures it intends to implement following a change in the credit relationship. In the event of fraud or material non-compliance that negatively affects National Bank's interests, immediate measures may be taken by the Bank.

In addition, National Bank will inform its clients in writing of any modification affecting their credit relationship with the Bank (e.g., change in terms and conditions, fees or financing).

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## We're listening

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At National Bank, client satisfaction has always been a priority. That is why we have developed a simple and efficient process for resolving cases of client dissatisfaction in our entire organization, regardless of which branch, department or subsidiary you deal with.

As part of the problem resolution process, the Bank and its subsidiaries have also appointed an ombudsman who assumes responsibility at the national level for settling cases of client dissatisfaction. Details on how to reach this individual can be found on page 7 of this brochure.

In most cases, clients need only follow the steps outlined below in order to find a solution to their problem. Regardless of the outcome, National Bank and its subsidiaries will always inform clients of the reasons for its decisions.

National Bank adheres to the following voluntary codes and public commitments:

- > Code of Conduct for the Credit and Debit Card Industry in Canada
- > Code of Conduct for Authorized Insurance Activities
- > Code of Conduct and Problem Resolution Process (Businesses)
- > Canadian Code of Practice for Consumer Debit Card Services
- > Principles of Consumer Protection for Electronic Commerce
- > Plain Language Mortgage Documents
- > Commitment on Modification or Replacement of Existing Products and Services
- > Online payments
- > Undertaking – Principal Protected Notes Regulations
- > Guidelines for the Transfer of Registered Plans
- > Low-Cost and No-Cost Accounts
- > Mastercard/Zero Liability
- > Code of Conduct for Federally Regulated Financial Institutions – Mortgage Prepayment Information
- > Commitment to Provide Information on Mortgage Security
- > Commitment on Powers of Attorney and Joint Accounts

These documents are available on the Bank's website at [nbc.ca](http://nbc.ca).

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## Steps in the problem resolution process

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### First step

If you have a general problem, are dissatisfied or feel that National Bank has not respected the standards set out in this document, you can use the form at the end of this brochure to submit your case in writing directly to your **Manager – Commercial Banking**.

## Second step

If you are not satisfied with the way your case was handled, you can contact the **Vice-President – Commercial Banking for your region**.

National Bank will give you a reply as soon as possible. A Bank representative will send you an acknowledgement of receipt and will give you an idea of how long it will take to look into your problem.

To obtain the contact information for the Commercial Banking centre in your region, visit the National Bank's website at [nbc.ca](http://nbc.ca) or call 1-844-394-4494.

## Third step

If you are not satisfied with the way the Vice-President – Commercial Banking for your region handled your case, you can call the National Bank Ombudsman instead.

The Ombudsman is a neutral and independent third party who is in close contact with various specialists and is sensitive to your needs.

The National Bank Ombudsman knows which contact persons can help you and makes sure you receive all the attention you deserve. The Ombudsman looks into problems regarding products and services or any situations that may arise in the course of your dealings with National Bank and its subsidiaries. In addition, the Ombudsman guarantees that all clients are treated fairly and equitably.

You can contact the National Bank Ombudsman for clients by telephone or in writing. When contacting the Ombudsman, please complete the form at the end of this brochure and be sure to have all documents related to your case on hand.

### ***Office of the National Bank Ombudsman for clients***

P.O. Box 275

Montreal, Quebec H2Y 3G7

Telephone: 514-394-8655 or 1-888-300-9004

Fax: 514-866-3399 or 1-888-866-3399

Website: [nbc.ca](http://nbc.ca)

E-mail: [ombudsman.clients@nbc.ca](mailto:ombudsman.clients@nbc.ca)

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## Other avenues

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If you are still not satisfied after taking your case to the National Bank Ombudsman for clients, or if 90 days have elapsed since your complaint was submitted and no final decision has been made, you can contact:

### **Complaint concerning a banking product or service**

***ADR Chambers – Banking Ombuds Office***

P.O. Box 1006

31 Adelaide Street East

Toronto, Ontario M5C 2K4

Telephone: 1-800-941-3655

Fax: 1-877-803-5127

Website: [bankingombuds.ca](http://bankingombuds.ca)

E-mail: [contact@bankingombuds.ca](mailto:contact@bankingombuds.ca)

### **Complaint concerning an investment product or service**

***The Ombudsman for Banking Services and Investments***

P.O. Box 5

Toronto, Ontario M5H 2Y4

Telephone: 1-888-451-4519

Fax: 1-888-422-2865

Website: [obsi.ca](http://obsi.ca)

E-mail: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

### **The Financial Consumer Agency of Canada**

At all times, if you have a complaint regarding a possible failure to respect the provisions relating to consumers, prescribed by federal legislation that governs banks or trust and loan companies, or provisions of a public commitment or a voluntary code, you can use the method of communication that suits you best to contact:

***The Financial Consumer Agency of Canada***

427 Laurier Avenue West

6<sup>th</sup> Floor

Ottawa, Ontario K1R 1B9

Telephone: 1-866-461-3222

Website: [fcac-acfc.gc.ca](http://fcac-acfc.gc.ca)

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## Office of the Privacy Commissioner of Canada

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For problems related to the protection of your personal information, you can either use the process described in this brochure or contact:

***Office of the Privacy Commissioner of Canada***

30 Victoria Street

Gatineau, Quebec K1A 1H3

Toll free: 1-800-282-1376

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## Autorité des marchés financiers (Quebec only)

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Clients in Quebec who have problems related to mutual funds, insurance, or financial planning can contact the Autorité des marchés financiers after receiving the National Bank Ombudsman's final reply.

***Autorité des marchés financiers***

800 Square Victoria

22<sup>nd</sup> Floor

P.O. Box 246, tour de la Bourse

Montreal, Quebec H4Z 1G3

Telephone: Montreal 514-395-0337

Quebec 418-525-0337

Toll-free 1-877-525-0337

Website: [lautorite.qc.ca](http://lautorite.qc.ca)

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## Mutual Fund Dealers Association of Canada (except Quebec)

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Clients residing in Canada (except Quebec) who have problems related to mutual funds can contact the Head Office of the Mutual Fund Dealers Association of Canada.

***Mutual Fund Dealers Association of Canada***

121 King Street West, Suite 1000

Toronto, Ontario M5H 3T9

Telephone: Toronto 416-361-6332

Toll-free 1-888-466-6332

Website: [mfda.ca](http://mfda.ca)

E-mail: [complaints@mfda.ca](mailto:complaints@mfda.ca)

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## OmbudService for Life and Health Insurance

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If you have a complaint regarding life or health insurance, you can submit it to the OmbudService for Life and Health Insurance, after obtaining a final decision from the Office of the National Bank Ombudsman for clients.

***OmbudService for Life and Health Insurance***

401 Bay Street, P.O. Box 7

Toronto, Ontario M5H 2Y4

Attention: General Manager

Toll-Free: 1-888-295-8112

Website: [olhi.ca](http://olhi.ca)

### **Your satisfaction counts!**

A large number of businesses turn to National Bank for their banking needs because they know that they will find first-rate, competitive products backed by a professional and attentive service.

As your preferred business partner, it is important for us to be on excellent terms with you and to do everything in our power to ensure your satisfaction. To that end, we have taken concrete steps by preparing this Code of Conduct, simplifying the problem resolution process and appointing a National Bank senior-level employee.

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## Problem resolution form

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### Client identification

Name of company: \_\_\_\_\_

Authorized officer: \_\_\_\_\_

Business address: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal code: \_\_\_\_\_

Telephone: \_\_\_\_\_

### Problem resolution process

Did you submit the problem to your Manager –  
Commercial Banking?

Yes

Date: \_\_\_\_\_

No

(Attach a copy of the response received)

Did you submit the problem to the Vice-President  
– Commercial Banking for your region?

Yes

Date: \_\_\_\_\_

No

(Attach a copy of the response received)

### Information about the problem

Details of problem: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Use another sheet if necessary)

Send a duly completed copy of this form to the  
Office of the National Bank Ombudsman for clients  
via mail, e-mail or fax. Attach a copy of all  
documentation relating to this complaint.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Should you have any questions,  
do not hesitate to contact us.

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1-844-394-4494

[nbc.ca](https://www.nbc.ca)



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