NATIONAL BANK
SAVINGS AND INVESTMENTS

For a trust-based relationship

At National Bank Savings and Investments, your satisfaction is a priority. That's why we've developed a simple and efficient process for settling complaints.

Do you have a complaint about our products and services?

Here's how to contact us:

First step

Contact your branch or service centre

In the vast majority of cases, your complaint can be resolved quickly by contacting one of the complaint-handling officers directly at your branch, by phone or in writing.

What to expect

Upon receipt of your complaint, regardless of the channel you used to contact us, we will send you an acknowledgment of receipt confirming the date we began examining your complaint.

At your request, we will provide complete, up-to-date information about your complaint. We will notify you when we have completed our analysis of your complaint.

Second step

Client Complaint Appeal Office

If the person or department you submitted your complaint to is unable to resolve it within 14 calendar days,[1] it will be automatically forwarded to our Client Complaint Appeal Office without any action required on your part.

If you received a response within the specified timeframe but your complaint was not resolved to your satisfaction, please call or email the Client Complaint Appeal Office:

Phone: 1-888-300-9004 or 514-394-8655
Website: nbc.ca
Email: complaintappeal@nbc.ca

At your request, the Client Complaint Appeal Office will provide complete, up-to-date information about your complaint. It will communicate its decision in writing within 56 calendar days of the receipt of your original complaint (first step).

1 Calendar day: Any day in the calendar year running from January 1 to December 31, including holidays.

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Other avenues of recourse

External complaint body

If you are not satisfied with the decision of the Client Complaint Appeal Office or if it was unable to resolve your complaint within 56 calendar days, you can submit your complaint to the external complaint body affiliated with National Bank Savings and Investments:

Ombudsman for Banking Services and Investments (OBSI)

20 Queen Street West, Suite 2400
P.O. Box 8
Toronto, ON M5H 3R3
Phone: 1-888-451-4519
Fax: 1-888-422-2865
Website: obsi.ca
Email: ombudsman@obsi.ca

Autorité des marchés financiers

If you are not satisfied with the handling of your complaint or the decision of the Client Complaint Appeal Office, you can request a review of your complaint file by the Autorité des marchés financiers:

Autorité des marchés financiers (AMF)

Place de la Cité, Cominar Tower
2640 Laurier Blvd., 4th Floor
Québec City, Quebec G1V 5C1
Phone: 514-395-0337 or 877-525-0337
Fax: 1-877-285-4378
Website: lautorite.qc.ca

→ For more information on National Bank Savings and Investments' complaint settlement process, go to nbc.ca and scroll down to the "Complaint settlement" section at the bottom of the page.

514-871-2082 (Montreal area)
1-888-270-3941 (toll-free)

Less paper, same information.

Our documents are evolving to make your daily life easier and reduce our paper consumption.

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