

We're making some changes to our Business Banking Services Agreement booklet.

Here is what you need to know about upcoming changes to our Business Banking.

PART	Current	Effective November 1, 2022 Proposed changes are underlined
<p>Part 9 - Resolving Your Complaint</p> <p>Pathways to Complaint Resolution</p>	<p>Contact the Office of the President, Customer Complaints (OPCC)</p> <p>If your complaint is not resolved after 14 days, it will be escalated to the Office of the President, Customer Complaints (OPCC). You may also request escalation at any time during the 14 days or if you are dissatisfied with the response provided. Upon escalation, a communication will be sent informing you of the updated point of contact.</p> <p>We aim to resolve each case as quickly as possible; however, should this exceed 56 days, you will receive a notification. When your case is concluded at the OPCC, you will be sent communication outlining the Bank's response.</p> <p>Email president@scotiabank.com</p> <p>Mail The President, Scotiabank, 44 King Street West Toronto, ON M5H 1H1</p> <p>Telephone English 1-877-700-0043 (in Toronto 416-933-1700) French 1-877-700-0044 (in Toronto 416-933-1780)</p> <p>Fax 1-877-700-0045 (in Toronto 416-933-1777)</p>	<p><u>Escalated Customer Concerns Office (ECCO)</u></p> <p>If your complaint is not resolved after 14 days, it will be escalated to the <u>Escalated Customer Concerns Office (ECCO)</u>. You may also request escalation at any time during the 14 days or if you are dissatisfied with the response provided. Upon escalation, a communication will be sent informing you of the updated point of contact.</p> <p>We aim to resolve each case as quickly as possible; however, should this exceed 56 days, you will receive a notification. When your case is concluded at the <u>ECCO</u>, you will be sent communication outlining the Bank's response.</p> <p>Email <u>escalatedconcerns@scotiabank.com</u></p> <p>Mail <u>Escalated Customer Concerns Office</u> 44 King Street West Toronto, ON M5H 1H1</p> <p>Telephone English 1-877-700-0043 (in Toronto 416-933-1700) French 1-877-700-0044 (in Toronto 416-933-1780)</p> <p>Fax 1-877-700-0045 (in Toronto 416-933-1777)</p>
	<p>Still not Resolved?</p> <p>Contact the Customer Complaints Appeals Office (CCAO)</p> <p>If you are not satisfied following the investigation by the Office of the President, Customer Complaints, you may submit your complaint in writing to the Customer Complaints Appeals Office (CCAO).</p>	<p>Still not Resolved?</p> <p>Contact the Customer Complaints Appeals Office (CCAO)</p> <p>If you are not satisfied following the investigation by the <u>Escalated Customers Concerns Office</u>, you may submit your complaint in writing to the Customer Complaints Appeals Office (CCAO).</p>