

Industrial and Commercial Bank of China (Canada) (the “Bank”) is committed to providing customers with the best customer service experience and treating all complaints in a fair, timely, and consistent manner. If our service does not meet your expectations, visit the Bank’s **Complaint Resolution Procedures** for steps to quickly and effectively resolve your complaint:

<https://www.icbc.ca/en/page/1027822259097915392.html>

COMPLAINTS OFFICER

The Complaints Officer is the Bank’s most senior position for dealing with complaints. If you’re not satisfied with the resolution to your complaint in Steps 1 and 2 of the **Complaint Resolution Procedures** (see URL above), you can escalate your complaint to the Bank’s Complaints Officer. The Complaints Officer is not an independent dispute resolution service. The Complaints Officer completes an objective and unbiased investigation of unresolved complaints.

COMPLAINTS DEALT WITH BY THE COMPLAINTS OFFICER IN 2025

Total # Investigated	# Resolved	# Closed	# Ongoing	Average Days to Resolve or Close
0	0	0	0	N/A

Our goal is to resolve customer complaints at the first point of contact. All complaints received in 2025 were resolved or closed at the branch or departmental level and none required escalation to the Bank's Complaints Officer.