

August 28, 2023

Notice of Branch Closure

Dear Customers,

We have decided to temporarily close our Yonge Street Branch for an extended period in order to allow improvements to be made to the branch, in an effort to better serve our customers. Accordingly, please see the information below relative to such closure.

1. Affected Branch

Our branch located at Suite 110, 151 Yonge St., Toronto, Ontario, Canada, M5C 2W7, Telephone: (416) 607-2084, Fax: (416) 607-2088 will be closed as of **January 2nd, 2024**.

Please note that there is no action required of you at this time. There will be no interruption in service and you will continue to have access to your accounts with no change to your account numbers and related banking information.

Further, during the period that the branch will be closed, customers will continue to have access to our automated banking machine located at the branch during our usual and customary business hours, being between: 10:00-17:00 on business days. You will also continue to have access to your safety deposit boxes located at the branch. This access will be facilitated by a bank representative who will be physically present at the branch during the business hours indicated above.

2. Other branches that can serve you

If you require the assistance of a teller or other customer services representatives during the temporary closure period, you can visit our other branches (business hours may vary) located at:

Richmond Hill Branch
Suite 102 – 103, 350 Highway 7 East
Richmond Hill, Ontario, Canada
L4B 3N2
Telephone: (905) 882-8182

Markham Branch
Unit B – 88, Pacific Mall, 4300 Steeles Avenue East
Markham, Ontario, Canada
L3R 0Y5
Telephone: (905) 940-2218

Mississauga Branch
Suite GR05, 25 Watline Avenue
Mississauga, Ontario, Canada
L4Z 2Z1
Telephone: (905) 890-2388

3. How you can contact us

If you have any questions about our temporary branch closure, we can be reached by email: retailbanking@icbk.ca or by telephone, at: +1-877-779-5588.

4. Financial Consumer Agency of Canada (“FCAC”)

In compliance with the requirements of the FCAC and for the purposes of our temporary branch closure, the following information is being provided to you.

The Commissioner of the FCAC may require Industrial and Commercial Bank of China (Canada) to convene and hold a meeting between representatives of Industrial and Commercial Bank of China (Canada), representatives of the FCAC and interested parties in the vicinity of the branch, in order to exchange views about the proposed closure of the branch if:

- Industrial and Commercial Bank of China (Canada) has not consulted the community in the area affected by the closure of the branch well enough to ascertain the views of interested persons in the community with regard to the closure of the branch,
- an individual or a community representative from the area affected by the closure of the branch submits to the Commissioner a written request for the meeting, and
- the request is not frivolous or vexatious

You may contact the FCAC with any questions or concerns as follows:

Phone*:

For service in English: 1-866-461-FCAC (3222)

For service in French: 1-866-461-ACFC (2232)

For calls from outside Canada: 613-960-4666

*Information officers are available from Monday to Friday, between 8:30 a.m. and 5:00 p.m., Eastern Time.

Mailing address:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 5th Floor
Ottawa ON K1R 1B9

We apologize for the inconvenience caused to you, our valued customers, and we believe that through taking various kinds of effective measures as described above, the impact of branch closure to our affected customers will be kept to a minimum.

We highly appreciate your understanding and support.

Sincerely,

Industrial and Commercial Bank of China (Canada)