



## **Canadian Branch Complaint-handling Procedures**

### **Canadian Branch Complaint Procedures**

Customer inquiries should be directed to the local Relationship Manager for initial resolution. Customers will be provided information in writing as to how to contact the Financial Consumer Agency of Canada (FCAC) for complaints that are potential violations of a consumer protection law. If the problem cannot be resolved then the Relationship Manager should contact the Complaints and Compliance Liaison designated below. This individual will handle the initial research. The Complaint and Compliance Liaison will conduct all required research and determine any complaints that merit the attention of the Second Level Reportable Complaint Liaison. Any complaints received by the Second Level Reportable Complaint Liaison will be forwarded to the FCAC within 60 days of receipt by the second level, regardless of the resolution.

### **Complaints and Compliance Liaison:**

First point of contact for Canada Branch customer inquiries:

Natalie Strike  
Canadian Chief Compliance Officer  
Fifth Third Bank  
70 York Street, Suite 1253  
Toronto, Ontario M5J 1S9  
Canada  
Phone: 416-645-8363  
Fax: 1-866-719-0023  
[canadianbranch.bancorp@53.com](mailto:canadianbranch.bancorp@53.com)

### **Second Level Reportable Complaint Liaison:**

Contact to receive any complaints involving a consumer provision of an FCAC targeted code of conduct or public commitment.

Kristin Kern-Spiekerman  
International Operational Risk Officer  
Fifth Third Bank  
38 Fountain Square Plaza  
Mail Drop: 10904E  
Cincinnati, Ohio 45263  
United States  
Phone: 513-534-3011  
[kristin.kern-spiekerman@53.com](mailto:kristin.kern-spiekerman@53.com)



## **Canadian Branch Complaint-handling Procedures**

Fifth Third Bank is a member of the Ombudsman for Banking Services and Investments (OBSI), a Third Party Complaints Body, as required under the Bank Act. Customers who wish to contact OBSI directly can do so by mail, telephone, fax or email:

Ombudsman for Banking Services and Investments  
401 Bay Street, Suite 1505  
P.O. Box 5  
Toronto, Ontario  
M5H 2Y4  
Toll-free Telephone: 1-888-451-4519  
Toll-free TTY: 1-855-TTY-OBSI (1-855-889-6274)  
Toll-free Fax: 1-888-422-2865  
Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)  
Website: [www.obsi.ca](http://www.obsi.ca)

Fifth Third Bank customers may also contact the Financial Consumer Agency of Canada (FCAC) directly, at its office at:

427 Laurie Ave. West, 6<sup>th</sup> Floor  
Ottawa, Ontario  
K1R 1B9

or through its website at [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca).