



State Bank of India (Canada)

COMPLAINT
RESOLUTION PROCESS

Nov 2008

1. Complaint Resolution Process

State Bank of India (Canada), believe in developing long-term relationships with all our customers. The Bank understands that to maintain such relationship, it is necessary to address and resolve all problems or concerns of its customers, which may arise in the course of business, in a consistent and satisfactory manner.

1.1 Talk to the Customer Service Representative/ Supervisor at the branch or office.

The customer is advised to speak to the Customer Service Representative/ Supervisor at the branch/ office where he/ she does his/ her business, about the problem or concerns faced. If the problem/ concern is not addressed or resolved, the customer is advised to speak directly to the Manager, who has the authority to deal with most situations.

1.2 Put up Complaint in writing

If the Manager is unable to resolve the complaint satisfactorily, submit the complaint in writing giving all references of the transaction/ matter. If the complaint is handed over in person, an acknowledgement of receipt would be given. If case the complaint is sent by post, the Bank will acknowledge the complaint within a week.

The merit of the complaint will be examined and appropriate remedial action, as considered necessary, will be taken by the Bank. The Bank's decision will be communicated to the complainant within a period of 30 days.

1.3 Contact the Senior Management

If the customer is not satisfied with the resolution of the complaint, he/ she may contact the Senior Management of the Bank for redressal at the following address and its decision will be conveyed to the complainant within a period of 15 days.

**Corporate Development Officer
State Bank of India (Canada)
200 Bay Street, Suite # 1600
Royal Bank Plaza (North Tower) Toronto, ON M5J 2J2**

**Phone 416 865 0414 (Ex. 2229)
Fax 416 865 1735
Email cdo@sbicanada.com**

1.4 Still not satisfied?

An Independent Banking Ombudsman has been appointed to serve the interests of customers of Canadian Banks. If despite State Bank of India (Canada)'s best efforts the complaint remains unresolved to the satisfaction of the complainant, he/ she may wish to contact the Canadian Banking Ombudsman at following address.

Ombudsman Banking Services and Investments
P. O. Box 896, Station Adelaide
Toronto, ON M5C 2K3

Toll Free Telephone **1 888 451 4519**
Toll Free Fax **1 888 422 2865**
Email ombudsman@obsi.ca
Website www.obsi.ca

1.5 Contacting the Financial Consumer Agency of Canada (FCAC)

The FCAC supervises federally regulated financial institutions to ensure that they comply with federal consumer protection laws. SBIC is a federally regulated financial institution and will provide its customers/ consumers information about:

- Fees
- Interest rates
- Complaint-handling procedures
- Provide proper notice of closing a branch
- Cash a federal government cheque upto \$ 1,500 (subject to certain conditions)
- Open a deposit account when acceptable identification is presented (subject to certain conditions)

If a customer has a complaint about such a regulatory matter, which is not resolved by the Bank, he/she may contact the FCAC at:

Financial Consumer Agency of Canada
6th floor, Enterprise Building
427 Laurier Avenue West
Ottawa, Ontario K1R 1B9

Phone: (Service in English) 1-866-461-FCAC (3222)
Fax: 1 866 814 2224
info@fcac-acsc.gc.ca