

Services for Businesses

Services

Code of Conduct  
and Problem  
Resolution Process

Services

Code  
Conduct

Businesses

It's your satisfaction  
that matters!



NATIONAL  
BANK

FINANCIAL GROUP



## **Building harmonious relations with businesses**

In an effort to build harmonious relations with businesses, National Bank Financial Group\* has drafted a Code of Conduct specifically to meet their expectations.

Accessible to all, this Code clearly sets out the standards governing relationships between National Bank and its business clients. As you read this Code, you will find that everything has been done to simplify policies and procedures so as to help you get the most from your financial institution.

\*National Bank Financial Group is a brand name used by National Bank of Canada to designate all its entities and subsidiaries.

## General information

### **Clear, concise communication**

National Bank recognizes the importance of communicating openly with its clients. That is why it strives to develop and maintain frank and open channels of communication with all its clients. The Bank is also committed to providing them with documents that are written in plain, precise and clear language.

### **Personnel you can rely on**

National Bank personnel is aware of its responsibilities and is always ready to support you in your initiatives. From Head Office staff to Managers – Commercial Banking, all employees understand just how important they are to their clients. Considering that the regions enjoy considerable autonomy and the Vice-President – Commercial Banking for each region has significant decision-making authority, you can be assured of receiving rapid responses that take regional realities into account.

At the national level, a senior-level employee of the National Bank is responsible for seeing that all employees apply and respect the Code of Conduct. It is this senior-level employee's mission to ensure that employees who work with business clients respect the principles set out in the Code.

National Bank has filed a copy of this Code of Conduct with the Financial Consumer Agency of Canada.

## Credit process

The credit application is an important part of the relationship between a company and its banker. National Bank personnel therefore gives it very special attention, and guidelines governing the credit process have been prepared.

### Credit application

When you apply for commercial credit, National Bank makes the following information available:

- Instructions on how to apply for credit
- An explanation of the requirements in order to obtain a bank loan
- Guidelines and advice on preparing a business plan
- An estimate of the time it will take to approve or refuse a credit application

All this information is accessible through our website at [www.nbc.ca](http://www.nbc.ca).

3

### Approval of credit application

National Bank evaluates each credit application based on its own merits. Once a credit application is approved, the Bank informs the client of the terms and conditions of financing as well as all the information and documents required before and after the loan is granted. This information can be provided in writing at the client's request.

## Refusal of credit application

If a credit application is refused, National Bank informs the client of:

- The main reason(s) for the decision
- The requirements in order for the application to be reviewed
- Particulars it has on other possible sources of funding (government programs, venture capital, etc.)

## Change in circumstances in credit relationship

If a business that has a loan with National Bank undergoes major changes, the Bank will carefully review the existing terms and conditions before deciding whether or not to intervene.

If the credit relationship changes in such a way that additional information is required, the client is contacted and given a reasonable amount of time to provide this information.

Normally, the Bank will notify its clients at least 15 calendar days in advance of any measures it intends to implement following a change in the credit relationship. In the event of fraud or material non-compliance that negatively affects National Bank's interests, immediate measures may be taken by the Bank.

In addition, National Bank will inform its clients in writing of any modification affecting their credit relationship with the Bank (e.g. change in terms and conditions, fees or financing).

## We're listening

At National Bank Financial Group\*, client satisfaction has always been a priority. That is why we have developed a simple and efficient process for resolving cases of client dissatisfaction in our entire organization, regardless of which branch, department or subsidiary you deal with.

As part of the problem resolution process, the Bank and its subsidiaries has also appointed an Ombudsman who assumes responsibility at the national level for settling cases of client dissatisfaction. Details on how to reach this individual can be found on page 7 of this brochure.

In most cases, clients need only follow the steps outlined below in order to find a solution to their problem. Regardless of the outcome, National Bank and its subsidiaries will always inform clients of the reasons for its decisions.

National Bank adheres to the following voluntary codes and public commitments:

- Code of Conduct for Authorized Insurance Activities
- Code of Conduct for Businesses
- Undertaking on Index-Linked Deposits
- Our hold funds policy on cheques

These documents are available on the Bank's website at [www.nbc.ca](http://www.nbc.ca).

\*National Bank Financial Group is a brand name used by National Bank of Canada to designate all its entities and subsidiaries.

## Steps in the problem resolution process

### First step

If you have a general problem, are dissatisfied or feel that National Bank has not respected the standards set out in this document, you can use the form at the end of this brochure to submit your case in writing **directly to your Manager – Commercial Banking**.

### Second step

If you are not satisfied with the way your case was handled, you can contact the **Vice-President – Commercial Banking for your region**.

National Bank will give you a reply as soon as possible. A Bank representative will send you an acknowledgement of receipt and will give you an idea of how long it will take to look into your problem.

To obtain the contact information for the Commercial Banking centre in your region, visit the National Bank's website at [www.nbc.ca](http://www.nbc.ca) or call 1-877-394-8988.

6

### Third step

If you are not satisfied with the way the Vice-President – Commercial Banking for your region handled your case, you can call the National Bank **Mediation Department** directly at 1-888-955-6655. Please note that for problems related to insurance, mutual funds or financial planning, you should contact the National Bank Ombudsman instead.

If you prefer, you can mail a statement to:

- **Mediation Department National Bank**  
P.O. Box 93  
Station Place d'Armes  
Montreal, Quebec H2Y 3E9  
Telephone: 1-888-955-6655  
Fax: 1-877-866-1407 or 514-866-1407

An advisor will contact you as soon as possible after receiving your statement.

#### **Fourth step**

If the problem has not been resolved to your satisfaction, you can contact the National Bank **Ombudsman for clients**.

The Ombudsman is a neutral and independent third party who is in close contact with various specialists and is sensitive to your needs.

The National Bank Ombudsman knows which contact persons can help you and makes sure you receive all the attention you deserve. The Ombudsman looks into problems regarding products and services or any situations that may arise in the course of your dealings with National Bank and its subsidiaries. In addition, the Ombudsman guarantees that all clients are treated fairly and equitably.

You can contact the National Bank Ombudsman for clients by telephone or in writing. When contacting the Ombudsman, please complete the form at the end of this brochure and be sure to have all documents related to your case on hand.

#### **■ Office of the National Bank Ombudsman for clients**

P.O. Box 275

Montreal, Quebec H2Y 3G7

Telephone: 1-888-300-9004

Fax: 1-888-866-3399 or 514-866-3399

Website: [www.nbc.ca](http://www.nbc.ca)

## Other avenues

If you are still not satisfied after taking your case to the National Bank **Ombudsman for clients**, or if 90 days have elapsed since your complaint was submitted to the second level in the settlement process and no final decision has been made, you can contact:

- **Ombudsman for Banking Services and Investments**

P.O. Box 5  
Toronto, Ontario M5H 2Y4  
Telephone: 1-888-451-4519  
Fax: 1-888-422-2865  
Website: [www.obsi.ca](http://www.obsi.ca)  
E-mail: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

**AT ALL TIMES**, if you have a complaint regarding a possible breach of provisions of public commitments or voluntary codes of conduct adhered to by the Bank, you can use the method of communication that suits you best to contact:

8

- **The Financial Consumer Agency of Canada**

Mailing address: Enterprise Building  
427 Laurier Ave. West  
6<sup>th</sup> Floor  
Ottawa, ON K1R 1B9  
Telephone: 1-866-461-3222  
Website: [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca)  
E-mail: [info@fcac-acfc.gc.ca](mailto:info@fcac-acfc.gc.ca)

## Privacy Commissioner of Canada

For problems related to the protection of your personal information, you can either use the process described in this brochure or contact:

- **Privacy Commissioner of Canada**

112 Kent Street  
Ottawa, Ontario K1A 1H3  
Telephone: Ottawa 613-995-8210  
Toll-free 1-800-282-1376

## **Autorité des marchés financiers (Quebec only)**

Clients in Quebec who have problems related to mutual funds, insurance, or financial planning can contact the Autorité des marchés financiers after receiving the National Bank Ombudsman's final reply.

- **Autorité des marchés financiers**

800 Victoria Square

22<sup>nd</sup> Floor

P.O. Box 246, Tour de la Bourse

Montreal, Quebec H4Z 1G3

Telephone: Montreal 514-395-0337

Quebec 418-525-0337

Toll-free 1-877-525-0337

Website: [www.lautorite.qc.ca](http://www.lautorite.qc.ca)

## **Mutual Fund Dealers Association of Canada (except Quebec)**

Clients residing in Canada (except Quebec) who have problems related to mutual funds can contact the Head Office of the Mutual Fund Dealers Association of Canada.

- **Mutual Fund Dealers Association of Canada**

121 King Street West

Suite 1000

Toronto, Ontario M5H 3T9

Telephone: Toronto 416-361-6332

Toll-free 1-888-466-6332

Website: [www.mfda.ca](http://www.mfda.ca)

E-mail: [complaints@mfda.ca](mailto:complaints@mfda.ca)



## Your satisfaction counts!

A large number of businesses turn to National Bank for their banking needs because they know that they will find first-rate, competitive products backed by professional and attentive service.

As your preferred business partner, it is important for us to be on excellent terms with you and to do everything in our power to ensure your satisfaction. To that end, we have taken concrete steps by preparing this Code of Conduct, simplifying the problem resolution process and appointing a National Bank senior-level employee. These measures are intended to ensure stronger business relations between National Bank and your company.

# Problem resolution form

## Client identification

Name of company: \_\_\_\_\_

Authorized officer: \_\_\_\_\_

Business address: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal code: \_\_\_\_\_

Telephone: \_\_\_\_\_

## Problem resolution process

Did you submit the problem to your Manager – Commercial Banking?

Yes \_\_\_\_\_ Date \_\_\_\_\_  
 No \_\_\_\_\_ (Attach a copy of the response received)

Did you submit the problem to the Vice-President – Commercial Banking for your region?

Yes \_\_\_\_\_ Date \_\_\_\_\_  
 No \_\_\_\_\_ (Attach a copy of the response received)

Did you submit the problem to the National Bank Mediation Department?

Yes \_\_\_\_\_ Date \_\_\_\_\_  
 No \_\_\_\_\_ (Attach a copy of the response received)

## Information about the problem

Details of problem: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Use another sheet if necessary)

Attach a copy of all related documents.

Signature \_\_\_\_\_

Date \_\_\_\_\_



Should you have any questions  
or comments, do not hesitate  
to contact us.

514-394-8988  
1-877-394-8988 (toll-free)

[www.nbc.ca](http://www.nbc.ca)



**Mixed Sources**

Product group from well-managed  
forests, controlled sources and  
recycled wood or fiber

Cert no. SW-COC-001537  
[www.fsc.org](http://www.fsc.org)  
© 1996 Forest Stewardship Council

17 744-002 (REV 06/2010)



**NATIONAL  
BANK**

**FINANCIAL GROUP**