

## Annual Customer Complaint Resolution Statistics Report (2022)

Bank of China (Canada) (the “Bank”) is committed to handling customer complaints in a timely manner, and providing resolutions to customer’s complaints fairly. In compliance with Complaint Regulations, the Bank annually publicly reports its customer complaints that are addressed by the officer or employee designated by the Bank who holds the most senior position identified for that purpose in the Complaint Handling Policy established by the Bank.

### 2022 Annual Statistics

Content	Number or Description
The total number of complaints received and dealt with by the Bank, that are addressed by the officer or employee designated by the Bank who holds the most senior position identified for that purpose in its Complaint Handling Policy.	13
The average length of time taken by the Bank to deal with those complaints.	33 days
The products or services to which the complaints related.	Account Fees / Charges; Account Transaction; Credit Card Opening; Credit Card Internet banking / Services; Debit card; Other
A description of the nature of the complaints, beyond the related product or service information contained in the classification.	A number of complaints involved inactive account fees.
The number of complaints that were resolved to the satisfaction of the customer, in the opinion of the Bank.	18