

## Annual Report on the Functioning and Performance of Complaint Handling Processes for 2017 - 2018

Pursuant to Section 4 of Complaints (Banks, Authorized Foreign Banks and External Complaints Bodies) Regulations and FCAC Commissioner's Guideline CG-12, the Bank must make the below information available to the public.

For the period of April 1, 2017 to March 31, 2018, one complaint has been received by the Bank. The Chief Compliance Officer has included this report in his Regulatory Compliance Management Report to the Board and made it available to the public by publishing it at the Bank's website at: <http://www.shinhan.ca>.

<b>The customer complaints closed with Shinhan Bank Canada in 2017-2018</b>	
<b>1. Shinhan Bank Canada's most senior position in complaint handling</b>	Chief Compliance Officer
<b>2. Number of complaints handled by the above employee</b>	1 complaint
<b>3. Average length of time taken to resolve complaints by the above employee</b>	5 days
<b>4. Number of complaints resolved with the customer satisfaction by the above employee</b>	1 complaint