

## Annual Report on the Functioning and Performance of Complaint Handling Processes for 2024

As per Section 627.47 of the *Bank Act*, Shinhan Bank Canada (SHBC) is obligated to make certain information available to the public on an annual basis. Additionally, Section 5, paragraph 39 of FCAC’s *Guideline on Complaint-Handling Procedures for Banks and Authorized Foreign Banks* clarifies FCAC’s expectation of the following information:

In 2024, SHBC received four reportable complaints. The Chief Compliance Officer has included this information in the Quarterly Complaints Report to the FCAC and made it publicly available on the Bank’s website at: <https://www.shinhan.ca/footer/legal/>.

Shinhan Bank Canada's customer complaints in 2024	
1. Shinhan Bank Canada's most senior position in complaint handling	Chief Compliance Officer (CCO)
2. Number of complaints Resolved or Closed by the above employee	2 Closed 2 Resolved
3. Average length of time the Bank took to deal with the above complaints	45 Days
4. Products/Services to which the complaints related	<ul style="list-style-type: none"><li>• Mortgage Renewal</li><li>• Loan Fees/Charges</li><li>• Transfer</li></ul>
5. Description of the nature of the Complaints	
5.1 Mortgage Renewal	5.1 Mortgage Renewal – The customer sought to switch from a variable to a fixed mortgage; the bank approved customer’s application for the early renewal.
5.2 Loan Fees/Charges	5.2 Loan Fees/Charges – The customer canceled the mortgage application after the bank sent mortgage documents to the lawyer, and the full lawyer fee charged earlier, has since been reimbursed
5.3 Interac E-Transfer Fraud	5.3 Interac E-Transfer Fraud – two fraudulent Interac e-transfers processed through customer account using e-Transfer money request
5.4 Interac E-Transfer Fraud	5.4 Interac E-Transfer Fraud – one fraudulent Interac e-transfer processed through customer account using e-Transfer money request
6. Number of complaints resolved with the customer satisfaction by the above employee	2