

## Report on Functioning and Performance of Complaint Handling for 2022

In 2022, Shinhan Bank Canada (the “Bank”) received five (5) reportable complaints, which were appropriately reported to FCAC. Two (2) of these complaints were responded by the Branch, and three (3) were escalated to the Chief Compliance Officer (the “CCO”). The CCO has included all the complaints handled by the Bank in his Annual Report to the Bank’s Governance and Conduct Review Committee.

Pursuant to FCAC’s *Guideline on Complaint-Handling Procedures for Banks and Authorized Foreign Banks* and Section 627.47 of the *Bank Act*, the Bank is obligated to make the following information available to the public on an annual basis. Accordingly, the Bank provides the below information to the public by publishing it on the Bank’s website at: <https://www.shinhan.ca/footer/legal/>.

Shinhan Bank Canada's customer complaints in 2022	
<b>1. Shinhan Bank Canada's most senior position in complaint handling</b>	Chief Compliance Officer (CCO)
<b>2. Number of complaints resolved or closed by the above employee</b>	3 Closed
<b>3. Average length of time the Bank took to deal with the above complaints</b>	43 Days
<b>4. Products/Services to which the complaints related</b>	<ul style="list-style-type: none"> <li>• Loan Agreements (2)</li> <li>• Account Transaction (1)</li> </ul>
<b>5. Description of the nature of the Complaints</b>	
5.1 Loan Agreement	5.1 Loan Agreement - The customer did not meet the requirement for loan approval
5.2 Account Transaction	5.2 Account Transaction - A non-sufficient fund cheque was deposited and the funds were not released
5.3 Loan Agreement	5.3 Loan Agreement - Client requested loan approval criteria on loan application
<b>6. Number of complaints resolved with the customer satisfaction by the above employee</b>	0