

Annual Report on the Functioning and Performance of Complaint Handling Processes for 2021

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.

In 2021, two reportable complaints received by the Bank; were responded by the Branch. The Chief Compliance Officer has included this in his CCO Annual Report to the Board and made it available to the public by publishing it at the Bank's website at: <https://www.shinhan.ca/footer/legal/>.

The customer complaints closed with Shinhan Bank Canada in 2021	
1. Shinhan Bank Canada's most senior position in complaint handling	Chief Compliance Officer
2. Number of complaints handled by the above employee	0 complaints
3. Average length of time taken to resolve complaints by the above employee	N/A days
4. Number of complaints resolved with the customer satisfaction by the above employee	N/A complaints