

ANNUAL INFORMATION ON COMPLAINTS (2024-2025)

The information below is presented in compliance with article 627.47 of the Bank Act (Canada) and the Financial Consumer Agency of Canada's *Guideline on Complaint-Handling Procedures for Banks and Authorized Foreign Banks*. The period covered extends from April 1, 2024 to March 31, 2025.

Number of complaints received (including resolved or closed)	0
Average length of time taken to deal with the complaints (1 st interaction to resolution/closing)	n/a
Products or services to which the complaints related	n/a
Description of the nature of the complaints	n/a
Number of resolved complaints	n/a

Complaint Handling Procedure

Crédit Agricole CIB (Canada Branch) believes that a close and efficient client communication is as important, for a good business relationship, as the customer satisfaction of our products and services. Any complaint may be lodged in the manner described in in our *Complaint Handling Procedure* (accessible online).

Notice and Restrictions on Deposits

Crédit Agricole CIB (Canada Branch) does not accept deposits from the public in Canada and is not a member institution of the Canada Deposit Insurance Corporation (CDIC).

