

Customer experience is a priority at Bridgewater Bank and we remain focused on providing you with outstanding service.



## Our Commitment to You

At Bridgewater Bank, we are committed to providing you with outstanding customer experience at every opportunity.

At any time during the complaint process, you can contact us to find the up-to-date status of your complaint and its resolution.

If we have not lived up to your service expectations, please let us know. We appreciate the opportunity to hear your feedback and answer your questions. We strive to identify solutions to ensure a better experience next time around.

## PUBLIC COMMITMENTS AND CODES OF CONDUCT

Bridgewater Bank follows several Codes of Conduct and Public Commitments developed within the Canadian banking industry in support of consumer protection. The following list outlines Bridgewater Bank's commitment to our customers.

### Commitment to Provide Information on Mortgage Security

Our commitment to provide timely information to customers so you have enough information to understand the implications of our mortgage products before finalizing their choice.

### Commitment on Modification or Replacement of Existing Products or Services

Our commitment to implement procedures to protect customers when we offer new, unsolicited or modified services.

### Plain-Language Mortgage Documents

Our commitment to ensure residential mortgage documents are easy to understand.

### Commitment on Powers of Attorney and Joint Deposit Accounts

Our commitment to provide information about powers of attorney, available to customers who want to give someone else the authority to do banking for them, and information about joint deposit accounts.

### Code of Conduct for Federally Regulated Financial Institutions — Mortgage Prepayment Information

Our commitment to provide enhanced information to assist borrowers in making decisions about mortgage prepayment.

### Code of Conduct for Authorized Insurance Activities

Our commitment to provide information related to authorized insurance products (e.g. mortgage insurance).

### Code of Conduct for the Delivery of Banking Services to Seniors

Our commitment to provide information to help support seniors and the individuals that love and care for them.

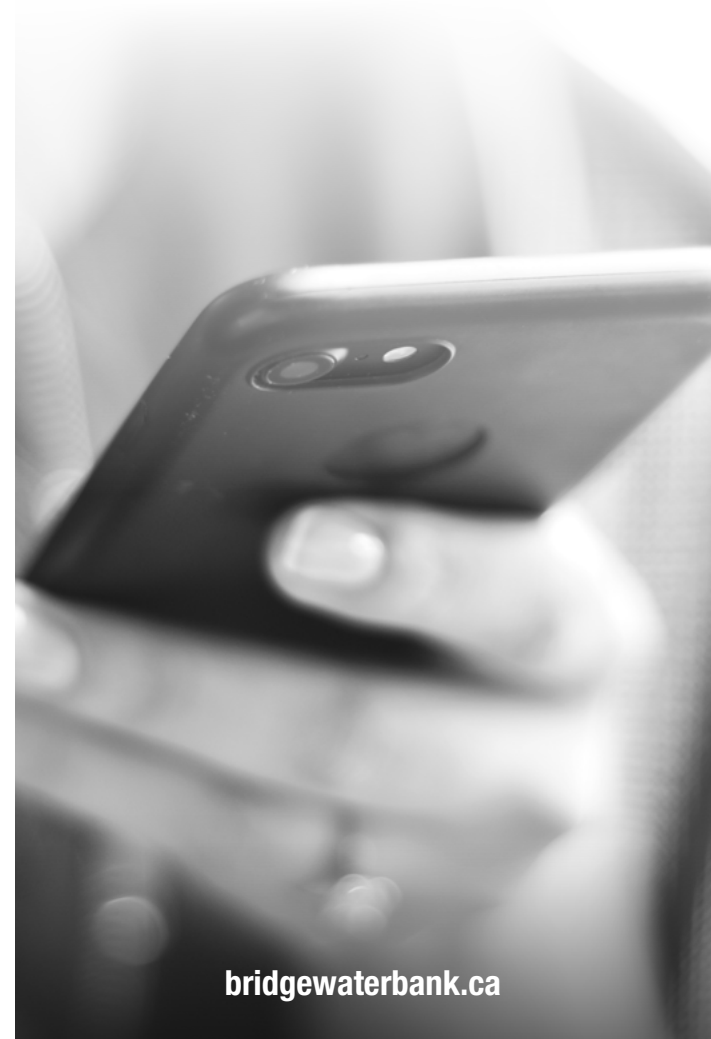
## Questions?

1.866.243.4301  
customer.experience@bridgewaterbank.ca



## We want to hear from you.

### Complaint Resolution Process



bridgewaterbank.ca

# We'll do our best to make it right.

## CUSTOMER COMPLAINT ESCALATION STEPS

If you have a complaint, we encourage you to let us know. Take the steps below to get in touch with the right people to resolve your concern(s).

### 1. Contact Bridgewater Bank

Our Customer Experience Specialists have the knowledge and expertise to handle your inquiries, and in most cases can resolve your concern immediately.

Please gather all the pertinent information including transaction amounts, dates, and account number.

1.866.243.4301  
customer.experience@bridgewaterbank.ca

### 2. Escalate to Bridgewater Bank Designated Resolution Officer

If your concern remains unresolved, you may escalate for management review.

#### Designated Resolution Officer

Bridgewater Bank  
Suite 150, 926 5th Ave SW  
Calgary, AB T2P 0N7

TF 1.866.243.4308 | F 1.866.243.4340  
resolution@bridgewaterbank.ca

### 3. Escalate to Bridgewater Bank Chief Resolution Officer

If your concern remains unresolved after following steps one and two, you may contact Bridgewater Bank's Chief Resolution Officer. A written response will be provided to you upon completion of the review.

#### Bridgewater Bank Chief Resolution Officer

P.O. Box 8180  
Edmonton, AB T6H 5X9

TF 1.855.330.5580 | F 1.855.430.5751  
chiefresolution@bridgewaterbank.ca

### 4. Contact the Ombudsman for Banking Services & Investments

If you remain dissatisfied with the final outcome reached by Bridgewater Bank, you may contact the Ombudsman for Banking Services & Investments (OBSI) for a third-party review of your complaint. OBSI is an independent office responsible for assisting Canadians with banking concerns. Please note OBSI will consider your complaint only after the previous steps have been fully pursued.

You have up to 180 days after receiving a response from the Bridgewater Bank Chief Resolution Officer to contact OBSI.

#### Ombudsman for Banking Services & Investments

P.O. Box 8, 20 Queen Street West, Suite 2400  
Toronto, ON M5H 3R3

TF 1.888.451.4519 | F 1.888.422.2865  
ombudsman@obsi.ca

### Contact the Financial Consumer Agency of Canada

The Financial Consumer Agency of Canada (FCAC) provides oversight of all federally regulated financial institutions, including Bridgewater Bank, to ensure they comply with consumer protection laws. Consumer protection laws safeguard the interests of banking clients and include the requirement for banks to provide you with information such as disclosure of interest rates, fees and our complaint resolution procedures.

Please note the FCAC handles complaints on regulatory matters only. If your concern relates to a regulatory matter, such as the potential violation of consumer protection law or code of conduct, you may wish to contact the FCAC.

#### Financial Consumer Agency of Canada

427 Laurier Ave W, 6th Floor  
Ottawa, ON K1R 1B9

TF 1.866.461.FCAC(3222) / TF French 1.866.461.2232  
fcac-acfc.gc.ca



### Privacy

Our complete privacy policy can be found at [bridgewaterbank.ca](https://bridgewaterbank.ca)

Concerns regarding our privacy policy and practices may be directed to [privacy@bridgewaterbank.ca](mailto:privacy@bridgewaterbank.ca)