



## FIFTH THIRD BANK

### Canada Branch – Annual Complaint Resolution Statistics Report (2020)

Fifth Third Bank, Canada Branch (the “Bank”) is committed to handling customer complaints, and providing resolutions to our customer’s complaints in a fair and timely manner.

To comply with Complaint (Banks, Authorized Foreign Banks and External Complaints Bodies) Regulations and the Financial Consumer Agency of Canada (“FCAC”) Mandatory Reporting Guide requirements for Federally Regulated Financial Institutions (“FRFIs”), banks operating in Canada must make the following information available to the public on an annual basis.

The following table below is the Annual Complaint Resolution Statistics Report (2020) for Fifth Third Bank, Canada Branch.

#### 2020 Annual Statistics

<u>Public Content Details</u>	<u>Number</u>
The total number of complaints received and dealt with by the Bank’s <i>Second Level Reportable Complaints and Compliance Liaison</i> .	0
The average length of time taken by the Bank’s <i>Second Level Reportable Complaints and Compliance Liaison</i> to deal with the complaints.	Not Applicable
The total number of complaints that were resolved by the Bank’s <i>Second Level Reportable Complaints and Compliance Liaison</i> to the satisfaction of the customer, in the opinion of the Bank.	0

If you have any inquiries relating to this 2020 Annual Complaint Resolution Statistics Report, please contact the Fifth Third Bank, Canada Branch:

Fax # 1-866-719-0023

E-mail at [CanadaBranch.Bancorp@53.com](mailto:CanadaBranch.Bancorp@53.com) or

By contacting the Bank’s *Second Level Reportable Complaints and Compliance Liaison* at:

Albert Dell’Apa

Canadian Chief Compliance Officer and Canadian Chief Privacy Officer

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