



MEGA INTERNATIONAL COMMERCIAL BANK

(CANADA)

Report on the Functioning and Performance of Complaint Handling Procedures for 2016

In pursuant to the Bank Acts Section 455 and 456, the Bank has set up Policy and Procedures for Dealing with Complaint to comply with federal consumer protection laws and regulations. In addition, Pursuant to Section 4 of Compliant (Banks, Authorized Foreign Banks and External Complaints Bodies) Regulations and follow FCAC Commissioner's Guideline CG-12: Internal Dispute Resolution, annually the Bank shall make the number of complaints that were dealt and resolved by the Bank, as well as the average length of time taken to deal with the complaints to the public.

In 2016, no reportable complaint has been received by the Bank. The Chief Compliance Officer has incorporated this report in his Regulatory Compliance Management Report presented to the Board and made it available to the public by publishing it at the Bank's website at:
<https://www.megabank.com.tw/abroad/canada/canada01.asp>.