



Complaints

RBC Capital Markets ("RBCCM") aims to continually deliver the highest standard of service to you and we treat any expression of dissatisfaction very seriously.

Should you wish to make a complaint, we will treat you fairly and are committed to investigating all complaints diligently and impartially. Further, we shall seek to resolve any complaints received as soon as possible.

Making a complaint

You may complain to us in any medium, including in person, by telephone, in writing, or by email. Any complaints are made free of charge.

Who do I complain to?

Complaints may be addressed to your usual Relationship Manager or an RBCCM Supervisor who will be able to escalate your complaint as appropriate. Alternatively, you may direct your complaint to RBCCM Compliance using the following contact details:

Canada Capital Markets Compliance, Canada RBC Centre 155 Wellington Street West PO Box 150 Toronto, ON M5W 3K7 Tel: 416-842-3881 Email: RBCCMCMCompliance@rbccm.com	United State of America Online: https://www.rbc.com/customercare/ Email: (wealth management complaints) disputeresolution@rbc.com
Australia Head of Compliance, Australia Royal Bank of Canada, Sydney Level 59, 25 Martin Place Sydney NSW 2000 Tel: +61 2 9033 3000 Email: compliance.sydney@rbccm.com	Hong Kong Regional Head of Compliance, Asia Pacific 41 st and 42 nd Floor One Taikoo Place, Tai Koo Place 979 King's Road Quarry Bay Hong Kong Tel: +852 2842 6688 Email: RBCCMHKandSGComplaintsDL@rbccm.com
Japan RBC Capital Markets (Japan) Ltd. Compliance 8F, AKASAKA INTERCITY AIR 8-1, 1-chome, Minato-ku, Tokyo 107-0052, Japan Tel : 813-4577-7166 Email: CM-JP-Compliance@rbc.com	Singapore Head of Compliance (Capital Markets) RBC, Singapore Branch Asia Square Tower 1 8 Marina View Singapore 018960 Tel: +65 6230 1888 Email: RBCCMHKandSGComplaintsDL@rbccm.com

United Kingdom Head of Capital Markets Compliance RBC Capital Markets 100 Bishopsgate London, EC2N 4AA United Kingdom Tel: +44 (0)207 429 8854 Email: cmukcomplaints@rbccm.com	France Head of Compliance RBC Capital Markets Réclamations Clients 58, Avenue Marceau 75008 Paris, France Tel: +33.1.42.99.37.23 Email: cmfrcomplaints@rbccm.com
Germany Head of Compliance RBC Capital Markets (Europe) GmbH Taunusanlage 17 60325 Frankfurt am Main Deutschland Tel: +49 (0)69 50 50 80 200 Email: cmeucomplaints@rbccm.com	Netherlands Head of Compliance RBC Capital Markets (Europe) GmbH Amsterdam Branch Regus Office Number 5.14-5.16 World Trade Centre Zuidplein 36 Amsterdam 1077 XV, Netherlands Tel: +31 202 454 501 Email: cmeucomplaints@rbccm.com
Spain Head of Compliance RBC Capital Markets (Europe) GmbH Sucursal en ESPAÑA Servicio de Atención al Cliente Calle Serrano 1, 28001, Madrid España Tel: +49 (0)69 50 50 80 200 Email: cmeucomplaints@rbccm.com	

RBC Client Complaints Appeal Office (RBC CCAO)

You also have the option to appeal your complaint to the RBC CCAO, which is the most senior designated office appointed to address appealed complaints within RBC. If you choose to do so, we will forward your complaint on your behalf to the RBC CCAO.

Our complaints handling procedure

RBCCM maintain and operate an internal complaints handling procedure. RBCCM will handle all complaints in line with the applicable regulatory requirements in the jurisdictions in which it operates, including, where appropriate, acknowledging receipt of complaints in writing and providing a written response to the complainant following the investigation of the complaint.

Please contact us if you would like further details regarding these procedures.

Regulators and External Complaints Bodies

Clients in a number of regions are also entitled to approach the relevant regulator or external complaint body directly with a complaint. The contact information for these regulators¹ and external complaint bodies can be found below:

¹ Other provincial or territorial securities regulators can be contacted if applicable.

Canada - CIRO, Montreal Exchange, Ontario Securities Commission, Financial Consumer Agency of Canada, ADR Chambers Banking Ombuds Office (ADRBO)

- CIRO: [How to Make a Complaint | Canadian Investment Regulatory Organization \(ciro.ca\)](https://www.ciro.ca/en/how-to-make-a-complaint)
- MX: [TMX - Montréal Exchange | Regulatory Division - Complaints \(m-x.ca\)](https://www.m-x.ca/en/regulatory/complaints)
- Ontario Securities Commission (OSC): https://www.osc.gov.on.ca/en/contactus_index.htm
- While the FCAC does not resolve individual customer complaints, if you believe that your complaint relates to a violation of a federal consumer protection law, you may submit your complaint to: Financial Consumer Agency of Canada, Enterprise Building, 6th Floor, 427 Laurier Avenue West, Ottawa, ON K1R 1B9. Telephone: 1-866-461-3222, www.fcac-acfc.gc.ca.

Additionally, if your complaint is eligible for investigation by the ADR Chambers Banking Ombuds Office (ADRBO) and:

- RBC has exhausted the 56 calendar days prescribed time period for dealing with the eligible complaint; or
- You are not satisfied with the resolution offered by the Client Complaints Appeal Office

You have up to 180 calendar days to submit your complaint to the ADRBO after receiving a final response from RBC, or if 56 calendar days have passed since your complaint was made.

ADR Chambers Banking Ombuds Office
31 Adelaide Street East
PO Box 1006
Toronto, ON M5C 2K4
Toll-free telephone: 1-800-941-3655
Toll-free fax: 1-877-803-5127
contact@bankingombuds.ca
bankingombuds.ca

United States of America - FINRA, SEC, CFTC, NFA

Clients within the USA as well as clients of RBC's USA subsidiaries, including RBC Capital Markets, LLC, are entitled to approach the relevant regulator directly to file a complaint:

- <https://www.finra.org/investors/have-problem/file-complaint/complaint-center>
- <https://www.sec.gov/oiea/Complaint.html>
- <https://www.cftc.gov/complaint>
- <https://www.nfa.futures.org/complaintnet/complaint.aspx>

Australia - Australian Financial Complaints Authority

If you are an Eligible Complainant (as defined by AFCA), you may fall under the jurisdiction of the Australian Financial Complaints Authority. For more information on the Australian Financial Complaints Authority, please visit their website: [Link](https://www.afca.org.au)

Additionally, they can be contacted via the details below:

Australian Financial Complaints Authority Limited
GPO Box 3
Melbourne VIC 3001

Hong Kong - HKMA

Additional information on how to approach the HKMA with regards to complaints can be found on their website: [Link](https://www.hkma.gov.hk)

Furthermore, you are entitled to approach the Financial Dispute Resolution Centre should you remain dissatisfied with the resolution of your complaint by RBC: <https://www.fdr.org.hk/>

Japan - FINMAC

With regard to the settlement of complaints RBC Capital Markets (Japan) Ltd. may utilize the following external institution to settle the complaints in addition to internal measures.

Japan Securities Dealers Association (Outsourced to the FINMAC)

Tel: 0120-64-5005

<http://www.finmac.or.jp/english/>

The Financial Futures Association of Japan (Outsourced to the FINMAC)

Tel: 0120-64-5005

<http://www.finmac.or.jp/english/>

Singapore - Monetary Authority of Singapore (MAS)

MAS' role as the financial services sector regulator is to supervise financial institutions for compliance with MAS' laws and regulatory instruments. The MAS looks into matters of supervisory concern, such as violations of rules and regulations, and breaches of relevant codes of practice and guidelines.

MAS is unable to handle disputes between you and your financial institution. These include matters relating to financial institutions' commercial decisions, service issues, contractual agreements and monetary claims. For such disputes, you may wish to lodge a complaint directly with the financial institution. If you are still unable to resolve the matter with the financial institution, you may consider contacting the Financial Industry Disputes Resolution Centre Ltd (FIDReC) for assistance. FIDReC specialises in the resolution of disputes between financial institutions and their customers. For more details on what you can do or who you can turn to for help if you have a problem with a financial product or the service standards of a financial institution, you can refer to "Resolving a dispute with a financial institution".

If you wish to report regulatory breaches or misconduct by a financial institution or its representative (e.g. a financial advisory representative), please complete this online form.

United Kingdom - Financial Ombudsman Service

If you are an Eligible Complainant (as defined by the FCA), you may fall under the jurisdiction of the Financial Ombudsman Service. For more information on the Financial Ombudsman Service, please visit their website.

Additionally, they can be contacted via the details below:

The Financial Ombudsman Service

Exchange Tower, London E14 9SR, United Kingdom

Tel: 0800 023 4567 or 0300 123 9 123

Fax: +44 (0) 20 7964 1001

Website: www.financial-ombudsman.org.uk

France - AMF Ombudsman Office

If your dispute is eligible for mediation by the Autorité des Marchés Financiers (AMF) Ombudsman's Office they can be contacted in writing or via their website.

Ombudsman

Autorité des Marchés Financiers

17 place de la Bourse

75082 Paris cedex 02

France

Tel: +33 (0) 1 53 45 62 00

Website: www.amf-france.org/en/amf-ombudsman

Germany - BaFin Complaints

If your dispute is eligible for mediation by BaFin you may also complain in writing to:

Bundesanstalt für Finanzdienstleistungsaufsicht
Graurheindorfer Straße 108
53117 Bonn, Germany

Tel: +49 (0)228 4108-0
Fax: +49 (0)228 4108-1550
E-mail: poststelle@bafin.de

For more information you can visit the BaFin website: [English Link](#) / [German Link](#).

Netherlands - AFM / KiFiD

If your dispute is eligible for mediation by the Dutch Authority for the Financial Markets (AFM), their complaints procedure is available here: [Link](#)

Should your complaint not be resolved to your satisfaction you may wish to engage the Netherlands Financial Services Complaints Tribunal.

Klachteninstituut Financiële Dienstverlening (Kifid)
Postbus 93257
2509 AG, DEN HAAG
Tel: 070-333 8 999
www.kifid.nl

Spain - Banco de España

If you wish to make a complaint to the Bank of Spain you may do so in writing addressed to:

Banco de España
Institutions' Conduct Department
C/ Alcalá 48
28014 Madrid

Website: <https://clientebancario.bde.es>