

Our Step-by-Step complaints Process

If you wish to submit a complaint with Bank of America, National Association, Canada Branch (BANA CB), please follow these steps:

Step 1:

Please contact your Relationship Manager at BANA CB to discuss your questions or concerns.

Step 2:

If your complaint is not resolved within 14 days, it will be escalated internally to the BANA CB Complaints Liaison. You may also contact the Complaints Liaison at any time if you are dissatisfied with the response you have received:

Complaints Liaison
Bank of America, National Association, Canada Branch
181 Bay Street, 4th Floor
Toronto, Ontario M5J 2V8
Telephone: 416-369-7400
Email: canada.complaints@bofa.com

Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada supervises all federally regulated financial institutions, which includes banks, (financial institutions), for compliance with federal consumer protection laws.

Financial institutions are legally required to have a complaint-handling process in place.

If you have a problem with a financial product or service, you may file a complaint with the responsible financial institution directly.

If you are not satisfied with how your complaint has been handled or 56 days has passed since you made your complaint, you can escalate the complaint to the following External Complaints Body: Ombudsman for Banking Services and Investments (OBSI).

[Ombudsman for Banking Services and Investments \(OBSI\)](#)

20 Queen Street West, Suite 2400, P.O. Box 8, Toronto ON M5H 3R3
Toll-Free Phone: 1 (888) 451-4519
GTA Phone: (416) 287-2877
TTY Phone: 1 (844) 358-3442
Toll-Free Fax: 1 (888) 422-2865
GTA Fax: (416) 225-4722

If you want to know your rights or need information about the complaint-handling process of a financial institution, you may contact FCAC by online form, mail, or telephone. FCAC uses information from consumer enquiries to support its mandate.

Web site: www.canada.ca/fcac

Online form: <https://www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html>

Phone:

For service in English: 1-866-461-FCAC (3222)

For service in French: 1-866-461-ACFC (2232)

For calls from outside Canada: 613-960-4666

Teletypewriter (TTY): 1-866-914-6097 / 613-947-7771

Video Relay Service: FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC. Visit <https://srvcanadavrs.ca/en/> to learn more.

Mailing address:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 5th Floor
Ottawa ON K1R 7Y2