

# Customer Complaint Handling Procedures

At Bennington Financial Corp., we take pride in our service and are committed to providing you a great customer experience. The following represents our Customer Complaint Handling Procedures.

## Business Unit Representative

If you have a complaint or concern, talk to the employee of the business unit that you have been dealing with. If that individual is not able to resolve the complaint to your satisfaction, the complaint can be referred to that individual's Manager, who has the authority to resolve, in a timely manner, the majority of complaints that arise. Where your complaint/concern is to be escalated, the employee will either provide you with the contact information for their Supervisor and/or Manager, or have that individual reach out to you.

The business units all have reporting lines which can address any complaint/concern that are escalated. The reporting lines which can address your complaint/concern include eventually going up to our Chief Executive Officer, who can be contacted as follows:

Troy Campbell - CEO	
Email:	<a href="mailto:executiveoffice@benningtonfinancial.ca">executiveoffice@benningtonfinancial.ca</a>
Mail:	Executive Office 1465 North Service Road East, Suite 100 Oakville, Ontario L6H 1A7

If you remain unsatisfied with the response or decision you have received, you may escalate your concern to the Office of the Ombudsman of our parent company, Equitable Bank, at [ombudsman@eqbank.ca](mailto:ombudsman@eqbank.ca).

## Customer Service Department:

If you have a general complaint not specific to any business unit or department, you may contact our in-house Customer Service Department, which can be reached at:

Telephone:	1-844-223-2372
Email:	<a href="mailto:customerservice@benningtonfinancial.ca">customerservice@benningtonfinancial.ca</a>
Mail:	Customer Service 1465 North Service Road East, Suite 100 Oakville, Ontario L6H 1A7

Many complaints can be resolved with our Customer Service Department. If one of our Customer Service Representatives is unable to resolve your complaint/concern, your complaint can be referred to our Customer Service Supervisor and/or Manager. Where your complaint/concern is to be escalated, the Customer Service Representative will either provide you with the contact information for their Supervisor and/or Manager, or have that individual reach out to you.

Our Customer Service Department has direct contact with Bennington Financial Corp.'s other business units, and will appropriately engage these other business units to address your complaint/concern.

Our Customer Service Department and other business units all have reporting lines which can address any complaint/concern that are escalated. The reporting lines which can address your complaint/concern include eventually going up to both our President and our Chief Executive Officer, who can be reached at the contact information above.

If you remain unsatisfied with the response or decision you have received, you may escalate your concern to the Office of the Ombudsman of our parent company, Equitable Bank, at [ombudsman@eqbank.ca](mailto:ombudsman@eqbank.ca).

## Privacy

### Internal Privacy Contact:

If you have a customer complaint or concern directly involving a privacy issue, you can contact our internal Privacy Officer, Shahan Khan – VP Legal & General Counsel at:

Privacy Officer  
Bennington Financial Corp.  
1465 North Service Rd. E.  
Oakville, ON L6H 1A7  
905-901-6280  
[privacy@benningtonfinancial.ca](mailto:privacy@benningtonfinancial.ca)

Office of the Privacy Commissioner of Canada (OPC):

The Office of the Privacy Commissioner of Canada oversees compliance with Canada's privacy laws and provides advice and information for individuals about protecting personal information. Additional information about the OPC and your rights can be found at the OPC's website: [www.priv.gc.ca](http://www.priv.gc.ca)

The OPC can also be contacted at:

Telephone:	819-994-5444 and Toll-free at 1-800-282-1376
Fax:	819-994-5424
Online Form:	<a href="https://services.priv.gc.ca/q-s/allez-go/eng/8b62761b-7100-4016-886c-0279a78670d6">https://services.priv.gc.ca/q-s/allez-go/eng/8b62761b-7100-4016-886c-0279a78670d6</a>
Mail:	Office of the Privacy Commissioner of Canada 30 Victoria Street Gatineau, Quebec K1A 1H3