

Peoples Bank of Canada (PBC): Small and Medium-Sized Business Code of Conduct

PBC recognizes the important role that small and medium-sized businesses play in our economy. We also recognize the important role we play in fostering the growth of these businesses in Canada. PBC Pledges to Small and Medium Sized Business Customers

Openness

- To communicate clearly and openly with our customers about our products and services.
- To provide our customers with documents, including contracts, that are clearly written and in plain language.
- To ensure all information of interest to our customers is available in branches, on the internet and over the phone.

Accountability

- A senior PBC officer has been appointed to implement this Code of Conduct and ensure that all employees, who serve and interact with our customers, are committed to and stand by our Pledge.
- A copy of this Code of Conduct has been filed with the Financial Consumer Agency of Canada (FCAC).

Credit Process

Application for Credit

PBC will make the following information available to our customers to assist in applying for business credit:

- directions on how to apply;
- an explanation of the requirements needed to obtain bank credit (such as collateral security);
- guidelines on how to prepare a business plan, if required;
- an estimate of how long it will take before a credit decision will be made.

Credit Approval

When an application for credit is approved, we will inform you about the terms and conditions of the financing, including information and documentation we require before and after the loan is granted. Upon request, PBC will provide you with the information in writing.

Credit it Declined

If an application for credit is declined, PBC will inform you about:

- the main reason(s) for our decision;
- what we require to reconsider your application;

- where to find information on alternative sources of financing such as, government programs, venture capital, etc.

Changes in Circumstances

Should you experience a significant change in your business, which may include financial difficulties, PBC will listen to your changing needs and carefully review the current relationship before deciding what, if any, next steps should be taken.

If there is a need to change the credit relationship, PBC will inform you as soon as possible about the need for additional information and give you a reasonable opportunity to provide us with the information required.

Under normal circumstances, we will provide you with a minimum of at least 15-calendar days' notice before taking any action due to a change in the credit relationship.

We will further inform you of any changes made to the terms, conditions, fees or lending margins that are specific to your credit relationship with us.

Complaint Handling

PBC is committed to providing our customers with high quality service, delivery and decision making to meet their needs. We appreciate your business and are dedicated to building long and satisfying relationships with our customers. If you have a complaint with our products or the way our services are provided to you, we encourage you to let us know, because your satisfaction is our primary objective.

All complaints will be treated confidentially and with equal respect. We will respond to all complaints as soon as possible and will inform you approximately how long it will take to respond to your specific complaint. For detailed information on our complaint handling procedures, please click [here](#)

For information on the Ombudsman for Banking Services and Investments, please see <https://www.obsi.ca/>

For further information on the Financial Consumer Agency of Canada, please see <https://www.canada.ca/en/financial-consumer-agency.html>