

Dear Extinction Rebellion Canada,

We acknowledge receipt of your complaint correspondence dated 11/03/2020 and thank you for advising our office of your concern.

We note your complaint has not been escalated to RBC's Client Care Centre. Please be assured that we have forwarded your concern to their attention and that they will contact you directly. You may contact them should you have any questions or for follow-up purposes quoting reference **BUS-9104840**.

RBC's Client Care Centre may be contacted:

✓ Online using the following link: <https://www.rbc.com/cgi-bin/customer-care/contact-us.cgi>

✓ by telephone at 1-800-769-2540, option 2

✓ by telephone International toll-free: +8000-769-2511

✓ via surface mail to our address at:

Client Care Centre  
RBC P.O. Box 1, Royal Bank Plaza  
Toronto, Ontario M5J 2J5

✓ via fax at (416) 974-3561

Our office provides a final appeal avenue within RBC for unresolved customer concerns. Since we have forwarded your complaint to RBC, your file with our Office is currently closed.

However, once you have heard back from RBC, and if your issues have not been fully addressed, please contact us at your earliest convenience. Your written correspondence to our office should include the issues you feel have not been fully dealt with and your anticipated outcome.

Our contact information:

✓ via accessing the on-line communication form at : <http://www.rbc.com/customer-care/>

✓ via email at [ombudsman@rbc.com](mailto:ombudsman@rbc.com)

✓ via surface mail to our address at:

Office of the Ombudsman  
RBC P.O. Box 1, Royal Bank Plaza  
Toronto, Ontario M5J 2J5

If you require accommodations as part of the complaint process or would like more information about the RBC Ombudsman, please call us at 1-800-769-2542 to leave a confidential voice message and we will return your call within 5 business days.

Additional information regarding our office is available through our website at [www.rbc.com/ombudsman](http://www.rbc.com/ombudsman).

Sincerely,

**Joséphine Ching** | Directrice d'enquête | Bureau de l'Ombudsman | **RBC**

**Josephine Ching** | Case Manager | Office of the Ombudsman | **RBC**

T. 1-888-880-8535 | F. 416-974-6922

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If you received this email in error, please advise the sender (by return email or otherwise) immediately. You have consented to receive the attached electronically at the above-noted email address; please retain a copy of this confirmation for future reference.

Si vous recevez ce courriel par erreur, veuillez en aviser l'expéditeur immédiatement, par retour de courriel ou par un autre moyen. Vous avez accepté de recevoir le(s) document(s) ci-joint(s) par voie électronique à l'adresse courriel indiquée ci-dessus; veuillez conserver une copie de cette confirmation pour les fins de référence future.