

# Small and Medium-Sized Business Code of Conduct

Manulife Bank recognizes the important role that small and medium-sized businesses play in our economy, and we are committed to fostering the growth of such enterprises in Canada. We are dedicated to making your dealings with us as easy as possible so you can concentrate on running your business.

## **Our Pledge to Manulife Bank Small and Medium-Sized Business Customers**

### **Openness**

We appreciate how hard you work to make your business a success. We will work just as hard for you by communicating clearly and openly about our products and services.

We will make every effort to ensure that our documents, contracts, website, statements and brochures are in clear, plain language.

### **Accountability**

A senior Manulife Bank officer has been appointed to implement this Code of Conduct, and to ensure that all employees are committed to the standards contained within it. A copy of this Code of Conduct has been filed with the Financial Consumer Agency of Canada.

### **Credit Process**

#### Application

When you apply for credit, Manulife Bank will:

- ◆ Provide you with directions on how to apply for credit with us;
- ◆ Let you know what information we need to process your application and why;
- ◆ Tell you if there are certain requirements, and why they are necessary;
- ◆ Provide you with a guideline on how to prepare a business plan if required;
- ◆ Let you know approximately how long it will take for you to get an answer;
- ◆ Judge each credit application on its own merits.

#### Approval

Once your credit application is approved, we will advise you of the terms and conditions of your financing, including any information and documentation we require. Upon request, Manulife Bank will be pleased to provide this information to you in writing.

#### Alternatives

If Manulife Bank declines your credit application, we will:

- ◆ Provide our decision on why the application was not approved;
- ◆ Tell you what we require to reconsider the application;

- ◆ Provide you with information on other sources of financing which may be more suitable to your business needs, such as government programs, venture capital, etc.

### Change in Circumstance

There may be times when your business requirements could change significantly, due to either financial difficulties or the need for additional funds. Manulife Bank will carefully review your existing credit arrangements. We will also give you an opportunity to provide any ongoing, additional information which may be required by the Bank. If our review suggests that a change in the credit arrangement is required, we will provide you with at least 15 calendar days' notice of any change to your specific credit relationship.

If Manulife Bank determines that amendments are required to its overall credit facilities (eg. change in terms and conditions, fees, lending margins, financing), we will notify you, in writing, with at least 30 days notice of the details of the amendments. However, if amendments are required to protect the Bank's interests (eg. compliance issues or fraud-related concerns) immediate action may be taken by Manulife Bank. Notice of these sorts of changes will be sent to our customers within a reasonable period of time.

Details regarding your credit account can be found in the product terms and conditions that were provided when you opened your account.

### **Complaint Handling**

At Manulife Bank, we believe that complaint resolution is important and it is incumbent upon us to respond to complaints promptly, accurately and with the utmost courtesy. We will provide our customers with accessible means with which to communicate their complaint, and will employ our best efforts to respond and resolve where possible. All complaints and personal information collected, whether written or oral, must be handled in a timely, professional and confidential manner. Our clients are entitled to no less.

Manulife Bank is committed to providing high quality service and products to assist Canadians in making better financial decisions. If customers have any concerns about our products, services or representatives, we want to make sure that these concerns are handled fairly and efficiently. For detailed information on our complaint handling procedures, please click [here](#) .

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

For further information on the Financial Consumer Agency of Canada, please see <http://www.fcac-acfc.gc.ca/>