

Canadian Imperial Bank of Commerce (London Branch) & CIBC Capital Markets (Europe) S.A. - Complaints Handling Procedure

The Canadian Imperial Bank of Commerce (London Branch) & CIBC Capital Markets (Europe) S.A. (CIBC) deals with complaints in the following way:

Within five business days of receiving your complaint, CIBC will send you either an acknowledgment in writing from the person responsible for handling your complaint, or where possible, CIBC will provide a substantive response.

A senior member of staff together with the person given responsibility for responding to you will investigate the complaint promptly, thoroughly and impartially within a reasonable time and you will receive a response as soon as possible.

CIBC has a maximum of eight weeks to resolve your complaint. We will keep you updated of your complaint's progress by writing to you after four weeks if we are still investigating your complaint.

In the unlikely event that we are unable to resolve a complaint within eight weeks we will advise you in writing why we are still not in a position to make a final response and when we expect to be able to do so. We will also provide details of the Financial Ombudsman Service (when applicable) together with an explanatory leaflet. This will enable you, if you wish and when applicable, to refer your complaint to the Ombudsman in the event that you are dissatisfied with the delay.

On receipt of our final response, should you remain dissatisfied, you are able to refer the matter to the Financial Ombudsman Service (when applicable). A guide to the service will be provided to you and any referral to the Service should be made within six months of the date of our final response.

Complaint Contact Details

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