

AMEX BANK OF CANADA

Annual Complaints Report

2025

MEMBER SINCE

Our Complaint Resolution Process



Our Role

At Amex Bank of Canada [Amex], we address our cardmembers' concerns through meaningful conversations. As a relationship-driven bank, we view your feedback as valuable insight to help us enhance our services and products. Through our work, we support positive change by identifying opportunities to improve Amex's policies and procedures. Amex is committed to ensuring all parties are heard, understood and respected to reach a fair and reasonable outcome. If we are unable to resolve a complaint, Cardmembers may refer it to the external resources listed in this report.

Championing Positive Change

We are pleased to publish this Annual Complaints Report, which provides an overview of our results for the fiscal year that ended December 31, 2025. You will learn about our approach to complaint resolution as well as the evolving challenges our clients faced this past year.

Resolution Pathway

1



2



3

We can help, tell us about your concern: Our Customer Service Professionals are tasked to ensure that customer satisfaction is priority. We will always try to resolve your complaint at first contact whenever possible.

Escalate your concern: If your concern is not resolved to your satisfaction through our Customer Service Professionals, you may escalate your complaint to our Complaints Resolution Team (CRT). This dedicated team will conduct a thorough review of your complaint to reach a fair and timely resolution.

OBSI: If a Cardmember is not satisfied with how their complaint has been handled or 56 days has passed since they made their complaint, they can escalate the complaint to OBSI

2025: A Year in Review



42

AVERAGE DAYS TO RESOLVE

↓ 75%

vs 2024 (134 Days)

60%

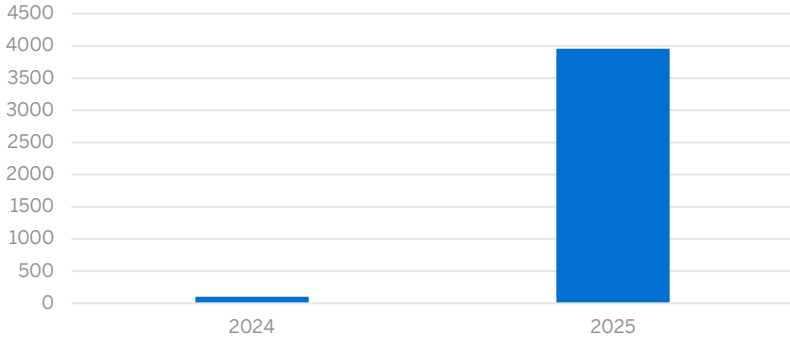
SATISFACTORY RESOLUTION RATE

↑ 19%

vs 2024

Year over year total number of cases

In 2025, Amex, dealt with 3959 complaints, an 81% increase over 2024 (100). As of December 31, 2025, 99% of complaints were from an existing customer or an applicant. 99% of the complaints received, were related to a Credit/Charge Card products. The remaining complaints concerned personal loans and other*.

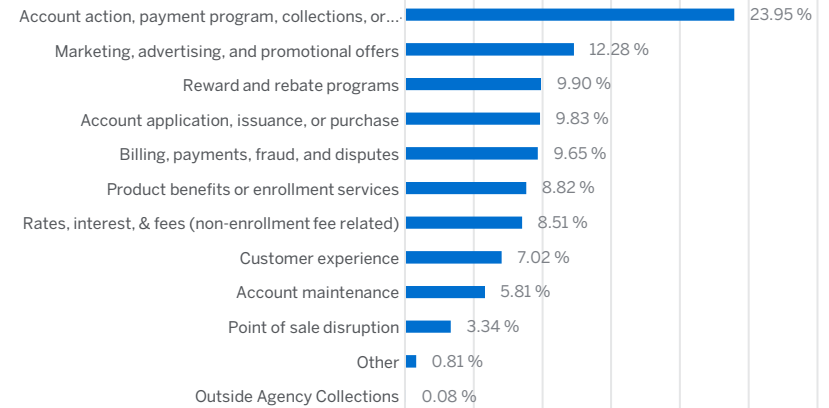


Note: The increase reflects a procedural change effective June 3, 2024. As part of streamlining our complaints process, escalation to the Chief Complaints Office (CCO) was removed. All escalations now route to the Complaint Resolution Team (CRT). Accordingly, 2025 figures reflect CRT cases, while prior years reflect CCO cases.

*Complaints that are not related to specific products or non-active products have been categorized as Other.

Nature of Complaint

For the period of January 1, 2025– December 31, 2025, the nature of complaints that are escalated to the CRT span across several categories. The most frequent complaints are related to Account Action, Payments, or Credit Reporting, Marketing, Advertising, and Promotional Offers, and Reward and Rebate Programs.



Additional Information



Ombudsman for Banking Services and Investments (OBSI)



Effective June 3, 2024, American Express Canada made changes to its complaint handling procedures by removing the escalation step to the Chief Complaints Office. All escalations now go directly to the Complaint Resolution Team. This change was made to simplify the process and provide customers with a clearer path for review.

As a result of this adjustment, there was an increase in the number of complaints that were referred to the Ombudsman for Banking Services and Investments during the 2025 reporting year. Even with the higher volume of referrals, OBSI continued to agree with American Express decisions at a consistently high rate. This outcome shows that our internal complaint resolution process remains fair and continues to support appropriate outcomes for customers.

Amex Customer Complaint Contact



Phone

1-800-869-3016 (Toll-free)
1-866-549-6426 (TTY)
1-905-474-0870 (outside Canada/US, please call collect)



Online

Amex CA mobile app (8:00 AM – 12:00 AM ET)
amex.ca/complaints



Mail

Amex Bank of Canada
P.O. Box 3204, Station "F"
Toronto, Ontario, M1W 3W7
Attn: Customer Service - Complaints

Commitments And Codes of Conduct →

Additional Resources: FCAC



Financial Consumer Agency of Canada

The Financial Consumer Agency of Canada supervises all federally regulated financial institutions, which includes banks, (financial institutions), for compliance with federal consumer protection laws.

Financial institutions are legally required to have a complaint-handling process in place.

If you have a problem with a financial product or service, you may file a complaint with the responsible financial institution directly.

If you are not satisfied with how your complaint has been handled or 56 days has passed since you made your complaint, you can escalate the complaint to the following External Complaints Body: Ombudsman for Banking Services and Investments (“OBSI”), obsi.ca, or refer to information on the external complaints body, as set out in online and print complaint-handling information for customers.

If you want to know your rights or need information about the complaint-handling process of a financial institution, you may contact FCAC by online form, mail, or telephone. FCAC uses information from consumer enquiries to support its mandate.

Website	www.canada.ca/fcac
Online Form	www.canada.ca/en/financial-consumer-agency/corporate/contact-us
Phone	For service in English: 1-866-461-FCAC (3222) For service in French: 1-866-461-ACFC (2232) For calls from outside Canada: 613-960-4666 Teletypewriter (TTY): 1-866-914-6097 / 613-947-7771
Video Relay Service	FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC. Visit https://srvcnadavrs.ca/en/learn more.
Mail	Financial Consumer Agency of Canada 427 Laurier Avenue West, 5 th Floor Ottawa, Ontario, K1R 7Y2