



**United Overseas Bank Limited – Vancouver Branch  
Public Complaints Information  
Annual Disclosure – Statistics for Calendar Year 2023**

- a) the number of complaints that the most senior designated employee dealt with in the year, including the number of complaints Resolved or Closed: 0
- b) the average length of time taken to deal with those complaints, from the first interaction with the complainant to the date on which the complaint was Resolved or Closed: N/A
- c) the products or services to which the complaints related: N/A
- d) a description of the nature of the complaints: N/A
- e) the number of Resolved complaints: 0