

Feedback Process on Accessibility Plan

China Construction Bank Corporation, Toronto Branch (“CCBTO” or “we”) has released its accessibility plan on our branch’s official website at <http://ca.ccb.com/toronto/en/index.html>. This plan reflects our steadfast commitment to fostering an inclusive, barrier-free, and accessible environment for everyone – employees, customers, stakeholders, and the broader community.

We are constantly striving to enhance our practices and welcome all feedback on how we are implementing our Accessibility Plan. This includes any feedback provided anonymously regarding barriers encountered by our employees or other individuals interacting with CCBTO.

For questions on any of our accessibility initiatives, to provide feedback, request a copy of this Accessibility Plan or request the description of our feedback process in an accessible format, please contact:

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A response to the feedback will be provided within 15 business days, detailing any actions that will be taken or providing explanations if no action is required. All feedback will be treated confidentially, and personal information will not be disclosed without the provider’s consent.

Thank you for your continued support in making CCBTO a more inclusive and accessible organization. Together, we can ensure a more welcoming and supportive environment for everyone.