



Better Business Bureau\*  
Serving Central Ontario  
201 - 151 Frederick St  
Kitchener, ON N2H 2M2  
519-579-3080  
www.bbb.org

\* Trademark(s) of the  
International Association  
of Better Business Bureaus  
used under license.

10/9/2024

Jacob Deveaux  
211-8601 Southfort Boulevard  
Fort Saskatchewan, AB, T8L 0K2 CANADA

Dear Jacob Deveaux:

This message is in regard to your complaint submitted on 9/2/2024 against CIBC. Your complaint was assigned ID 22227987.

Your Better Business Bureau (BBB) has made several attempts to contact the business regarding your complaint. We regret to inform you that we have not received a response at this time and this case has now been closed as an UNANSWERED complaint in their file. Because we are not a government agency, we cannot force a business to respond.

If the company has contacted you directly and resolved this complaint, please let us know. Should we receive a resolution in the future, we will let you know.

BBB develops and maintains BBB Business Profiles on companies across the United States and Canada. This information is available to the public and is frequently used by potential customers. In the case of your complaint, the business's failure to promptly give attention to the matter will be reflected in the Business Profile.

BBB regrets that we were unable to assist you further and wishes you the best in your future efforts in resolving this matter.

Sincerely,

Joceline M,  
Complaint Administrator  
joceline@mwco.bbb.org  
Phone: 519-579-3080 Ext: 203