



# Credit Union or Caisse Populaire Business Activity Complaint Form

*Credit Unions and Caisses Populaires Act, 1994*

To assist our review, please complete and sign the form, ensuring you have included the written response provided by the credit union or caisse populaire and any relevant information and facts that support your complaint. You may attach a separate letter and other related documents. Please return this form to the attention of the "Complaint Registrar" by regular mail to the address above. You may send your supporting information via e-mail to [contactcentre@fSCO.gov.on.ca](mailto:contactcentre@fSCO.gov.on.ca) or fax to the number (416) 590-8480, however, FSCO must receive an originally signed copy of this form.

## GENERAL INFORMATION

Last name		First name		Middle name	
Street address					Apt./Unit
City		Province		Postal code	
Phone number (     )		Ext.	Fax number (     )		Email address
Preferred method of contact					
<input type="checkbox"/> Phone		<input type="checkbox"/> Email		<input type="checkbox"/> Letter	

## THE COMPLAINT IS AGAINST THE FOLLOWING INDIVIDUAL / CREDIT UNION OR CAISSE POPULAIRE

Individual name (if applicable)		Credit Union or Caisse Populaire name			
Street address					Apt./Unit
City		Province		Postal code	
Phone number (     )		Ext.	Fax number (     )		Email address
Contact name (if different from above)				Phone number (     )	Ext.

## COMPLAINT DETAILS

The date when you first became aware of the circumstances giving rise to your complaint: (yyyy/mm/dd)	
Describe the nature of your complaint. Include facts and supporting documents where possible. Use a separate attachment if necessary.	
<input type="checkbox"/> Extra sheets attached	

## COMPLAINT DETAILS

Please provide the name and contact information of the person you attempted to resolve the matter with:      Phone number      Ext.  
Name of contact      (      )

Brief details of the steps you have taken to date in order to try and resolve the matter.

Extra sheets attached

## CREDIT UNION OR CAISSE POPULAIRE RESPONSE

The credit union or caisse populaire is required to provide you with a written response to your written complaint pursuant to Ontario Regulation 237/09: section 116.

- I have attached the written response from the credit union  
 I have **NOT** attached the written response from the credit union

If you have NOT attached the written response from the credit union please explain why.

Extra sheets attached

## LEGAL ACTION

Have you commenced legal action?       Yes       No  
If yes, please explain.

## LEGAL ACTION

Extra sheets attached

## NOTIFICATION AND CONSENT

Personal information provided on this form is being collected by the Financial Services Commission of Ontario ("FSCO") under the authority of the Financial Services Commission of Ontario Act, 1997, S.O. 1997, c. 28, s. 3(a) as part of FSCO's role as a financial services regulator protecting the public interest. Your personal information is necessary to review and/or investigate your complaint.

FSCO may need to disclose your information to third parties as part of its review or investigation. By signing below, you consent to FSCO disclosing the information contained on this form, and any additional information that you supply about your complaint, to the following parties:

1. The credit union or caisse populaire named in your complaint;
2. Any government ministry, agency, board or commission;
3. Any self-regulatory agency or association; and
4. Any Canadian law enforcement agency.

If you have any questions about FSCO's collection and disclosure of your personal information, please contact:

Complaint Registrar  
Market Regulation Branch  
Financial Services Commission of Ontario  
5160 Yonge Street, 4<sup>th</sup> Floor, Box 85  
Toronto, ON M2N 6L9  
Telephone (416) 590-7089

I hereby authorize the Financial Services Commission of Ontario to disclose the information I have submitted about my complaint, including my personal information, to the credit union or caisse populaire named in my complaint; to any government ministry, agency, board or commission; to any self-regulatory agency or association; and to any Canadian law enforcement agency as may be required for the purposes of further reviewing or investigating my complaint.

## SIGNATURE

Name (please print)

Signature

Date (yyyy/mm/dd)