



**Financial Services
Commission
of Ontario**
5160 Yonge Street, Box 85
Toronto ON M2N 6L9

Licensing and
Market Conduct
Division

MORTGAGE BUSINESS ACTIVITY COMPLAINT FORM

To assist our review, please complete the form and **ensure you have included the written response to your complaint provided by the mortgage brokerage/administrator** 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 "Complaints Registrar" by regular mail or by fax at 416 590-8480.

Mortgage Brokerages, Lenders and Administrators Act, 2006

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

COMPLAINT INFORMATION

Who is your complaint about?
<input type="checkbox"/> Mortgage Broker <input type="checkbox"/> Mortgage Agent <input type="checkbox"/> Mortgage Administrator <input type="checkbox"/> Mortgage Brokerage <input type="checkbox"/> Mortgage Lender

THE COMPLAINT IS AGAINST THE FOLLOWING INDIVIDUAL / BROKERAGE/ ADMINISTRATOR

Brokerage/Administrator Name				
Individual Name				
Street address				Apt./Unit
City		Province	Postal Code	
Phone number	Ext.	Fax number	Email address	
()		()		

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.

Extra sheets attached

Please provide the name and contact information of the person you attempted to resolve the matter with:

Name of contact

Phone number

Ext.

()

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

Extra sheets attached

BROKERAGE/ADMINISTRATOR RESPONSE

The mortgage brokerage/administrator is required to provide you with a written response to your written complaint pursuant to Regulation 188/08 s. 9. (1) and Regulation 189/08 s. 8. (1)

- I have attached the written response from the brokerage/administrator
 I have **NOT** attached the written response from the brokerage/administrator

If you have NOT attached the written response from the brokerage/administrator please explain why.

Extra sheets attached

LEGAL ACTION

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

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 the matters in 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 mortgage brokerage, mortgage broker, mortgage agent, mortgage lender and/or mortgage administrator 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, 4th 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 mortgage brokerage, mortgage broker, mortgage agent, mortgage lender and/or mortgage administrator 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.

Name (please print)

Signature

Date (yyyy/mm/dd)