

If you're having a problem with a banking services or investment firm, we may be able to help.

OBSI is the independent dispute resolution service for consumers with a complaint they can't resolve with a banking services or investment firm.

As an alternative to the legal system, we work informally and confidentially to find a fair outcome.

Our services are free to consumers of our participating firms.

Contact

Toll-free telephone: 1-888-451-4519

Toll-free fax: 1-888-422-2865

Email: ombudsman@obsi.ca

Mail: Ombudsman for Banking Services
and Investments
PO Box 896, Station Adelaide
Toronto, ON M5C 2K3

www.obsi.ca



You can find more information about our services on our website:
www.obsi.ca

Or get in touch with us:
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A banking services
or investment complaint?
How we can help you

What type of complaints does OBSI look at?

We look at complaints about most banking and investment services and products, such as errors in accounts, poor disclosure and inappropriate advice.

Typical product or service complaints that we see include:

- Debit and credit card fraud
- Mortgage prepayment penalties
- Suitability of investment advice
- Transaction disputes

The information we need from you

We'll ask you to provide us with the details of your complaint along with any supporting information you have, and a copy of the last letter you received from your firm which explains the firm's final position on your complaint.

You can use our complaints form on the website, and either send it through the Internet or print it for mailing or faxing. Either way, describe the problem clearly and tell us what you expect as a solution.

Which firms' financial services do you cover?

OBSI covers more than 650 firms, including:

- Domestic and foreign banks
- Some credit unions
- Trust and loan companies
- Investment Dealers Association (IDA) member firms
- Mutual Fund Dealers Association (MFDA) member firms
- Investment Funds Institute of Canada (IFIC) member firms

Visit www.obsi.ca for the complete list.

What to do if you have a complaint

Start by talking to the person or department you've dealt with. If you are not satisfied with their response, you should contact their manager and ask for the firm's complaints procedures so you'll know who to contact next.

If you remain unsatisfied after you've completed your firm's complaints process, OBSI may be able to help.

You can get in touch with us through our website, telephone, email or fax if you need help on how to proceed or have questions.

You have up to six months after receiving your firm's final response to your complaint to submit your complaint to us.

How do we make our decisions?

After reviewing the facts of your case, OBSI will make a decision based on "fairness in the circumstances" to both you and the firm. We look at:

- Good financial services and business practices
- Standards established by regulators, professional associations or the firm
- Laws and regulations

Above all, we look at each case and determine a fair and reasonable outcome.

If we've found that you've suffered a loss, our recommendation will be for compensation to "make you whole."

The limit for our recommendations is \$350,000, but many of our cases are for much smaller amounts. In some cases, we may recommend a solution that doesn't involve money, such as an apology, or a corrected credit rating.

What if I'm not happy with your decision?

If you are not satisfied with our recommendation you may still pursue other options to resolve the dispute. However, each province has what is called a limitations period, which means that if you want to take legal action against your firm, you must start it within a certain number of years or you will lose that right. The laws differ in every province, and you should seek professional advice if you have any questions about limitation periods and how they may affect your complaint.

These are general guidelines. Visit our website or contact us for more detailed information.