



## Complaint form

If you have any questions, visit our website at [www.obsi.ca](http://www.obsi.ca) to find our Frequently Asked Questions (FAQs) and other resources. You can also call us at 1-888-451-4519.

After filling out this form, either mail or fax it to us – with any supporting documents you want to include – at the address on page 3.

**If you are submitting a complaint on behalf of someone else, please complete this section with your contact details. Fill out the rest of the form with complaint and contact information for the person on whose behalf you are acting.**

Title: \_\_\_\_\_ \*First Name: \_\_\_\_\_ \*Last Name: \_\_\_\_\_

Street/PO Box/RR: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

\*Daytime Phone: \_\_\_\_\_ \*Evening Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Please describe your relationship to the person for whom you are making a complaint:

\_\_\_\_\_

### Section A: Your contact information

#### Person # 1

Title: \_\_\_\_\_

\*First Name: \_\_\_\_\_

\*Last Name: \_\_\_\_\_

\*Daytime Phone: \_\_\_\_\_

\*Evening Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

#### Person # 2 (if applicable)

Title: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

*\*Required information*



4. \*Have you completed the complaints resolution process at your firm? **Yes**  **No**

*If NO, please explain:*

5. \*Have you started legal proceedings? **Yes**  **No**

*If YES, please explain:*

**Additional information (not required)**

6. How did you hear about OBSI?  Link from another organization's Website  
 Your Firm  
 Friend/colleague  
 Search Engine (i.e. Google)  
 Other

If other, please provide details: \_\_\_\_\_

**Section C: Send us the complaint and supporting documents**

Send this completed form to us at the address or fax number below. If you have completed the complaint resolution process at your firm, please include its final letter to you along with any other supporting documentation.

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

Fax: 1-888-422-2865

*\*Required information*