

Do you have a complaint  
about your bank or  
investment firm?

We're  
here  
to help



OBSI  
OSBI

## Who we are and what we do

The Ombudsman for Banking Services and Investments (OBSI) is a not-for-profit organization that investigates disputes between you and your financial services firm when you are unable to fix a problem on your own.

Our Vision:  
Inspiring  
confidence in  
the financial  
services sector

Accessible service, free to consumers and investors



Available across Canada, in all provinces and territories and in both official languages

Independent, fair and impartial processes



Professional, experienced and knowledgeable staff

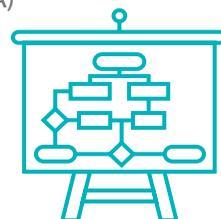
Trusted, time efficient alternative to the legal system



20+  
YEARS

More than 20 years of service, with 1,400 participating firms

Regulated by the Financial Consumer Agency of Canada (FCAC) and Canadian Securities Administrators (CSA)



# Take the first step in resolving your complaint

## Step-by-step consumer complaint guide:

### 1 Talk to your bank or investment firm first

Make your complaint to the person at the bank or investment firm you are dealing with.

*If you are not satisfied after that...*

### 2 Escalate your complaint at your firm

Most places have one or two more levels to resolve your complaint. They have 90 days to help you.

*Still not happy?*

### 3 Find out if your firm belongs to OBSI

We can investigate complaints about firms that participate in our service. Go to [OBSI.ca](http://OBSI.ca) to find out if your firm participates.

*If they are a participating firm, then...*

### 4 Call or email us

You can call us if you are not satisfied with the final answer your firm gave you or if your firm has not provided a response to your complaint in 90 days.

*But don't wait too long...*

### 5 Submit your complaint to OBSI

You have 180 days to bring your complaint to us after the firm has given you a final response.

*Before we can start...*

### 6 We need to make sure we can investigate your complaint

We will determine right away whether we can investigate your case based on the rules laid out in our mandate.

*If your complaint is in our mandate...*

### 7 You need to provide your permission and information

We will need you to provide consent for us to speak with your firm about you and your complaint before we begin our investigation. We also ask you to send us all the information you have regarding your complaint.

*What does OBSI do then?*

### 8 We investigate

How does this work? We talk to you and your firm. We look at the information you both sent us and we review the facts of the case.

*After we've done that...*

### 9 A recommendation is made

Our decisions are based on what's fair to both you and your firm. We consider general principles of good financial services and business practices, the law, regulatory policies and guidance, and any applicable professional standards, codes of practice or codes of conduct.

#### *If we believe no compensation is owed to you...*

We will let you know as soon as possible. We will explain our reasons in a letter to both you and your firm.

You still have the right to pursue your complaint through other processes, such as the legal system.

#### *If we believe you are owed compensation...*

We try to settle the matter through discussions between you and your firm. We try to do this quickly to get a fair outcome for both of you.

If you accept our recommendation and your firm accepts our recommendation, OBSI's work is then finished.

#### *If we believe you are owed compensation but we can't get an agreement from the firm...*

We will finish our investigation and prepare an official report with our recommendation included. You both will have a chance to comment on it. If the firm still refuses to compensate you, we then make public the name of your firm, our findings, and that your firm refused our recommendation.

**Your name is not made public.**

### 10 Then what?

If you think we have made a mistake in our decision, you can submit your case to be reconsidered. Someone who has not been previously involved in your case will review your request.

The decision of the Ombudsman or an OBSI Reconsiderations Officer is final. However, when you use OBSI's services you do not give up any of your legal rights to pursue resolution in other forums, such as in the courts.



# Available to all Canadians

We believe every complaint deserves a fair and prompt resolution. We are an alternative to taking your complaint to court, which can be expensive and is out of reach for many people. Our service is free to consumers and investors across Canada, in all provinces and territories and in both official languages.

## How to contact OBSI

**OBSI.ca**

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Email: **ombudsman@obsi.ca**

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Toll-free telephone: **1.888.451.4519**

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Toll-free fax: **1.888.422.2865**

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**OBSI**

OMBUDSMAN FOR BANKING  
SERVICES AND INVESTMENTS

**OSBI**

OMBUDSMAN DES SERVICES  
BANCAIRES ET D'INVESTISSEMENT