



MCAN Public Complaints Report 2019

At MCAN¹, we take pride in our service and are committed to providing the best customer experience that we can. It is our responsibility to respond to complaints promptly, accurately and with the utmost courtesy. Our dedicated employees will strive to resolve any issues or concerns to the satisfaction of the customer before they reach MCAN’s Chief Compliance Officer, the final internal step in MCAN’s complaint handling process. MCAN’s Chief Compliance Officer works closely with both customers and MCAN’s business units to conduct a full investigation of customer complaints that cannot be resolved within the first two steps of MCAN’s Complaint Handling Procedures.

For the period January 1st to December 31st	2019
Total complaints received by MCAN’s Chief Compliance Officer	Nil
The average length of time taken by MCAN’s Chief Compliance Officer to deal with the complaints	N/A
The number of complaints that, in the opinion of MCAN were resolved by the Chief Compliance Officer to the satisfaction of the persons who made the complaints	N/A

If customers are not satisfied following MCAN’s Chief Compliance Officer’s review, an independent external complaints body can provide further review of the complaint. Please refer to our Complaint Handling Procedures on our company websites (mcanmortgage.com and xmc mortgage.com) for further information.

¹ MCAN Mortgage Corporation and its wholly-owned subsidiary, XMC Mortgage Corporation (collectively “MCAN”)