

MCAN Complaint Handling Process for Consumers

If you have a complaint about MCAN's products or services, we encourage you to let us know and give us the opportunity to resolve your concerns.

Step 1: Contact MCAN's **Client Service Centre** at 1-800-387-9096

Step 2: If your complaint is unresolved after following Step 1, you may escalate to **MCAN's Vice President & Chief Financial Officer**

MCAN Mortgage Corporation
Attn: Vice President & Chief Financial Officer
200 King St W, Suite 600
Toronto, ON, M5H 3T4
Tel: 416-572-4880
Fax: 416-598-4142

Step 3: If your complaint is unresolved after following Step 1 and 2, you may escalate to **MCAN's Chief Compliance Officer**

MCAN Mortgage Corporation
Attn: Chief Compliance Officer
200 King St W, Suite 600
Toronto, ON, M5H 3T4
Tel: 416-572-4880
Fax: 416-598-4142

Step 4: If your complaint is still unresolved, it is your right to bring your case to the **Ombudsman for Banking Services and Investments (OBSI)** at:

20 Queen Street W, Suite 2400
P.O. Box 8
Toronto, ON, M5H 3R3
Tel: 1-888-451-4519 or 416-287-2877
Fax: 1-888-422-2865 or 416-225-4722
Email: ombudsman@obsi.ca
Website: <http://www.obsi.ca>

At any time during this process, you have the right to contact the **Financial Consumer Agency of Canada** at:

427 Laurier Ave W, 6th Floor
Ottawa, ON, K1R 1B9
Tel: 1-866-461-3222 (English)
Tel: 1-866-461-2232 (Français)
Fax: 1-866-814-2224
Website: <http://www.fcac-acfc.gc.ca>

You may also file a complaint with the **Financial Services Regulatory Authority of Ontario (FSRA)** by email or by mail.

Market Conduct Regulation Branch
Financial Services Regulatory Authority of Ontario
5160 Yonge Street, Box 85
Toronto, ON, M2N 6L9

Email: contactcentre@fsrao.ca