

We protect investors and consumers from unfair, improper or fraudulent practices. Please use this form if you wish to contact us by email, fax or mail for any of the following actions:

Ask a question or give feedback

Make a complaint

If you are not sure if your complaint relates to the services of the Commission, visit our website: www.fcnb.ca.

We're here to help. If you would rather speak to someone, please call us: 1 866 933-2222.

INSTRUCTIONS

- You may complete the form on your computer or print it to complete by hand.
- Be sure to fill in the section with your contact details unless you wish to submit anonymously.
- Only fill in the section of the form that relates to your enquiry, for example:
Section 1: To ask a question, give feedback or provide a tip.
Section 2: To make a complaint.
- If you don't have enough room on the form, please include additional details on a separate page.
- Send us the completed form by mail, email or fax at the following address:

Financial and Consumer Services Commission
85 Charlotte Street, Suite 300
Saint John, NB E2L 2J2
Email: information@fcnb.ca
Fax: 506 658-3059

Notice of Collection and Use of Personal Information

The information you provide us will be treated in confidence and will not be disclosed except as required by law or as may be necessary to investigate your complaint.

If your question or feedback is best handled by another organization, with your consent we may send your information to that organization on your behalf. If your enquiry is a complaint, you agree that we may refer the matter to the appropriate self-regulatory organization, if it is appropriate for them to deal with it.

Any questions about the collection and use of your information may be directed to the Financial and Consumer Services Commission.

Tell us about yourself (provide as much information as possible)

First Name		Last Name	
Address			
City			
Province		Postal Code	
Telephone		Alternate Telephone	
Email			

SECTION 1: Complete this section if you wish to ask a question, send us feedback or provide a tip.

If you are providing a tip, please be specific and clear about the individual or company your tip is about. The more information you can provide, the better we are able to investigate and help stop fraudulent activity.

SECTION 2: Complete this section to make a complaint

Provide as much detail as possible to help us determine who has the authority to deal with your complaint and how we can help you. **Tell us about the company and/or individual(s) involved:**

Please provide the names and addresses of the individuals and/or companies involved and your relationship to them.

Tell us about the investment product or consumer goods or services, if applicable:

Provide the name of the goods, services or investment product. Depending on the nature of the complaint, we may require additional information such as file or reference numbers, account details, amount of goods purchased and date of the contract. The more information you can provide now, the faster we will be able to assist you. If your complaint is related to an investment, tell us how much you invested and when.

Tell us what happened:

Please provide a detailed description of your complaint, including key dates.

Who have you contacted about this matter?

Check all that apply.

The company or firm

The individual(s) who sold the product

Other provincial or territory regulators

Ombudsman for Banking Services and Investments (OBSI)

Better Business Bureau

Local Police

Other: _____

Tell us what steps you've taken:

What steps have you taken to try to resolve your complaint so far? Include whether or not you have started legal action, or details of any contact you've had with other organizations.

Please attach any documentation (copies of letters, cancelled cheques, account statements, sales contracts, credit agreement, collection notices, etc...) that explains your complaint and supports your statements.

Do you have any additional comments?