



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 (800) 387-9096

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

MCAN Financial Group
Attn: VP & Chief Financial Officer
200 King St W, Suite 700, Toronto, ON, M5H 3T4
T (416) 572-4880
F (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 Financial Group
Attn: Chief Compliance Officer
200 King St W, Suite 700, Toronto, ON, M5H 3T4

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MCAN Mortgage Corporation d/b/a MCAN Financial Group | TSX: MKP
700-200 King Street West, Toronto, ON M5H 3T4 | mcanfinancial.com

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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
T (888) 451-4519 or (416) 287-2877
F (888) 422-2865 or (416) 225-4722
E 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
T (866) 461-3222 (English)
T (866) 461-2232 (Français)
F (866) 814-2224
W <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
E contactcentre@fsrao.ca

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