



MCAN Complaint Handling Process for Consumers in Quebec

If you are a resident of Quebec and have a complaint about MCAN's products or services that could not be resolved by our customer service team, we encourage you to let us know and give us the opportunity to resolve your concerns.

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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 Mortgage Corporation
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 Mortgage Corporation
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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You will receive an acknowledgement of receipt within five (5) business days. Our team will examine your complaint within 45 days following receipt of all information required.

Once we have concluded our investigation, you will receive a final answer in writing giving the reason for the result.

Step 4: If you are not satisfied with the outcome of our examination or the examination itself, you may ask us to transfer the file to the AMF. To request a transfer of the file, you can submit your request to us in writing through email, mail or by submitting the below form to us.

Form access: https://lautorite.qc.ca/fileadmin/lautorite/formulaires/grand-public/GP-plainte_formulaire-transfert-dossier-an.pdf

The AMF will examine the file. After analyzing the file, the AMF will offer its dispute resolution services, if deemed appropriate.

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