



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 VP & Chief Financial Officer

Mail:

MCAN Financial Group

Attn: VP & Chief Financial Officer

200 King St W, Suite 700, Toronto, ON, M5H 3T4

Step 3

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

Mail:

MCAN Financial Group

Attn: Chief Compliance Officer

200 King St W, Suite 700, Toronto, ON, M5H 3T4

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Additional Resources - External Agencies

If you require further information or are still not satisfied with the outcome following the dispute escalation, the following external agencies can provide you with information and a further review of your complaint.

Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada supervises all federally regulated financial institutions, which includes banks, (financial institutions), for compliance with federal consumer protection laws.

Financial institutions are legally required to have a complaint-handling process in place. If you have a problem with a financial product or service, you may file a complaint with the responsible financial institution directly.

If you are not satisfied with how your complaint has been handled or 56 days has passed since you made your complaint, you can escalate the complaint to the following External Complaints Body:

Ombudsman for Banking Services and Investments (OBSI)

Telephone:

In Toronto at 416-287-2877

Toll-free at 1-888-451-4519

Online Form:

Through the OBSI website at www.obsi.ca or email to ombudsman@obsi.ca

Mail:

Ombudsman for Banking Services and Investments

20 Queen Street West, Suite 2400

P.O. Box 8 Toronto, Ontario

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If you want to know your rights or need information about the complaint-handling process of a financial institution, you may contact FCAC by online form, mail, or telephone. FCAC uses information from consumer enquiries to support its mandate.

Website:

www.canada.ca/fcac

Online Form:

<https://www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html>

Phone:

For service in English: 1-866-461-FCAC (3222)

For service in French: 1-866-461-ACFC (2232)

For calls from outside Canada: 613-960-4666

Teletypewriter (TTY):

1-866-914-6097 / 613-947-7771

Video Relay Service:

FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC. Visit <https://srvcanadavrs.ca/en/> to learn more.

Mail:

Financial Consumer Agency of Canada

427 Laurier Avenue West, 5th Floor

Ottawa, ON K1R 7Y2

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