



Complaints Handling Process

While we strive to work hard to meet your expectations, sometimes things don't always go as planned. If you have a concern, we're happy to help resolve it following the steps below:

Step 1: Contact your branch

Our branch staff can usually resolve your concern at the first point of contact:

Telephone:

- Main Branch/Firefighter's Branch/Hydro Branch: 613-729-4312
- Police Branch: 613-236-1222 ext. 4584 or 613-729-4312
- Health Branch: 613-761-4737 or 613-729-4312

Email: info@frontlinecu.com

If your concern has not been addressed to your satisfaction please go to step 2 below.

Step 2: Contact our Chief Operating Officer, Debbie Hamilton:

Telephone: 613-729-4312 ext. 231

Email: dhamilton@frontlinecu.com

If your concern is still not addressed to your satisfaction please go to step 3 below.

Step 3: Contact our Regulator, the Financial Services Regulatory Authority of Ontario (FSRA):

Telephone: 1-800-668-0128

Fax: 416-590-8480

Email: contactcentre@fsrao.ca

Web: <https://www.fsrao.ca/submit-complaint-fsra>

Mail: Financial Services Regulatory Authority of Ontario
Licensing & Market Conduct Division
Credit Unions and Caisses Populaires Complaints
25 Sheppard Avenue West, Suite 100
Toronto, ON
M2N 6S6