



## 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:

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### **Step 1: Contact your branch.**

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

**Telephone:**

- 613-729-4312

**Email:** [info@frontlinecu.com](mailto:info@frontlinecu.com)

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

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

**Telephone:** 613-729-4312 ext. 231

**Email:** [dhamilton@frontlinecu.com](mailto:dhamilton@frontlinecu.com)

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

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### **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](mailto: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  
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