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:

- 613-729-4312

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

Step 2: Contact our CEO:

Telephone:

- 613-729-4312

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