



CIDEL BANK CANADA AND  
CIDEL TRUST COMPANY COMPLAINT  
AND DISPUTE RESOLUTION

**Cidel**



## COMPLAINTS AND DISPUTE RESOLUTION

If you have a complaint that relates to any services offered by Cidel Bank Canada or Cidel Trust Company such complaint must be received by us within six (6) years of the day when you first knew, or reasonably ought to have known, of an act or omission that is a cause of or contributed to the complaint. Complaints should be reported in writing to the attention of Compliance Department, by mail to Cidel Bank Canada or Cidel Trust Company, 60 Bloor Street, 9th Floor, Toronto, ON M4W 3B8 or by facsimile to 416-925-8192 or by e-mail to CANCompliance@cidel.com.

Cidel will acknowledge the complaint in writing, investigate the matter and provide you with written notice of the decision to make an offer to resolve the complaint or deny it. As part of this process, Cidel may request you to provide clarification or additional information to assist in considering your complaint.

An independent dispute resolution or mediation service is available to you, with respect to a complaint if either of the following circumstances apply:

- (a) after 90 days of Cidel's receipt of the complaint, Cidel has not given the client written notice of its decision to make an offer to resolve the complaint or deny it, and the client has notified the independent dispute resolution or mediation service that the client wishes to have the complaint considered by the service; or
- (b) within 180 days of the client's receipt of written notice of Cidel's decision to make an offer to resolve the complaint or deny it, the client has notified the independent dispute resolution or mediation service that the client wishes to have the complaint considered by the service, provided, however, that the client must agree that any amount the client will claim for the purpose of the independent dispute resolution or mediation service's consideration of the complaint will be no greater than \$350,000.

Appendix A contains additional information about the timelines and internal complaint handling process as well as information about the independent dispute resolution service and information on the Financial Consumer Agency of Canada.

Although these services are being made available to you, this does not restrict your ability to take a complaint to a dispute resolution or mediation service of your choosing at your own expense, or to bring an action in court.

## APPENDIX

### WHAT TO DO IF YOU HAVE A COMPLAINT

#### Complaint process

If you have a complaint, contact:

Cidel Bank Canada and/or Cidel Trust Company  
60 Bloor St. West, 9th Floor  
Toronto, ON M4W 3B8  
Fax: 416-925-8192  
Attention: Compliance Department  
Email: CANCompliance@cidel.com

You may want to consider using a method other than email for sensitive information.

#### Explain:

- what went wrong;
- when it happened; and
- what you expect, for example, money back, an apology, account correction.

Cidel will acknowledge your complaint in writing as soon as possible.

You may be asked to provide clarification or more information to help resolve your complaint.

Cidel will normally provide a decision in writing, within 90 days of receiving a complaint. It will include:

- a summary of the complaint;
- the results of our investigation;
- a decision to make an offer to resolve the complaint or deny it; and
- an explanation of the decision.

If we cannot provide you with our decision within 90 days, we will:

- inform you of the delay;
- explain why the decision is delayed; and
- give you a new date for a decision.

If you are not satisfied with the decision, you may contact Cidel (Canada) Ombudsman who will review the complaint independently, and will provide a commitment as to the time frame for response.

Contact: Cidel (Canada) Ombudsman by mail or email: bgibbert@cidel.com

#### If you are a Québec resident

You may consider the free mediation service offered by the Autorité des marchés financiers.

You have the right to go to a lawyer or seek other ways of resolving your dispute at any time. A lawyer can advise you of your options.

#### Taking your complaint to OBSI

You may be eligible for OBSI's free and independent dispute resolution service if:

- Cidel does not provide a decision within 90 days after you made your complaint; or
- you are not satisfied with the decision.

OBSI can recommend compensation of up to \$350,000.

OBSI's service is available to clients of our firm. This does not restrict your ability to take a complaint to a dispute resolution service of your choosing at your own expense.

#### Who can use OBSI

You have the right to use OBSI's service if:

- your complaint relates to service offered by Cidel Bank Canada or Cidel Trust Company;
- you brought your complaint to us within 6 years from the time that you first knew, or ought to have known, about the event that caused the complaint; and
- you file your complaint with OBSI according to its time limits below.

#### Time limits apply

- If Cidel does not provide you with a decision within 90 days, you can take your complaint to OBSI any time after the 90-day period has ended.
- If you are not satisfied with the decision, you have up to 180 days after we provide you with our decision to take your complaint to OBSI.

#### Filing a complaint with OBSI

Contact OBSI

Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)

Telephone: 1-888-451-4519 or 416-287-2877 in Toronto

OBSI will investigate

OBSI works confidentially and in an informal manner. It is not like going to court, and you do not need a lawyer.

#### Information OBSI needs to help you

OBSI can help you best if you promptly provide all relevant information, including:

- your name and contact information
- the firm's name and contact information
- the names and contact information of any of the representatives who have been involved in your complaint
- details of your complaint
- all relevant documents, including any correspondence and notes of discussion

#### OBSI will provide its recommendations

Once OBSI has completed its investigation, it will provide its recommendations to you and Cidel. OBSI's recommendations are not binding on you or Cidel.

OBSI can recommend compensation of up to \$350,000. If your claim is higher, you will have to agree to that limit on any compensation you seek through OBSI. If you want to recover more than \$350,000, you may want to consider another option, such as legal action, to resolve your complaint.

For more information about OBSI, visit [www.obsi.ca](http://www.obsi.ca)

#### Filing a complaint with FCAC

The Financial Consumer Agency of Canada (FCAC) supervises federally-regulated financial institutions to ensure they comply with federal consumer protection laws. If you have a regulatory complaint concerning Cidel Bank Canada or Cidel Trust Company, you can contact the FCAC by:

Phone: Toll-free: 1-866-461-FCAC (3222)

Write to: Financial Consumer Agency of Canada  
6th Floor, Enterprise Building  
427 Laurier Ave. West  
Ottawa, ON K1R 1B9

For more information about FCAC, visit:

[www.fcac-acfc.gc.ca/Pages/Welcome-Bienvenue.aspx](http://www.fcac-acfc.gc.ca/Pages/Welcome-Bienvenue.aspx)