



## **What You Need to Know About Resolving Problems**

The Kerrobert Credit Union and its employees have always been committed to delivering high quality service to our members. Our Market Code identifies the standards we adhere to as an organization, the way we conduct ourselves and how we treat you. We work to maintain your trust while continuing to embrace our co-operative values.

It is important for us to know when you have a problem so that we can try to resolve it and retain your confidence. If you have a concern or complaint about the service we provide, or the products we offer, we want to hear from you. By solving your issues or concerns we will ultimately improve our service levels to all members.

## **Our Process for Resolving Your Complaints**

We want to handle your complaint in the most efficient and professional manner possible. If you have a concern or problem of any sort, we encourage you to follow the steps outlined below.

### **Step 1: Your Credit Union**

*Start at the Source and Gather Your Facts*

It is generally easier to check the facts and resolve a problem where it originated. This may mean a quick phone call or visit to a Kerrobert Credit Union branch.

Before you contact the credit union, you can save time by collecting all the relevant information in advance:

- Your account number
- The date(s) of occurrence
- Any supporting account statements or documents
- The names of employees involved
- Your thoughts about the circumstances
- What you would like the credit union to do to resolve the problem.

Once you have this information on hand, call or visit the employee you dealt with or the branch in question.

If the employee you approach cannot help you solve your issues, ask to speak with the manager, senior officer or the credit union's internal ombudsman. They will have the authority to solve most problems right away. The sooner you contact the appropriate person, the sooner they can begin working on a solution.

### **Step 2: Ombudsman for Banking Services and Investments (OBSI)**

Disputes that remain unresolved after being reviewed by Kerrobert Credit Union can be forwarded to the Ombudsman for Banking Services and Investments (OBSI).

The OBSI is available to settle certain complaints that cannot be resolved through the first two steps. The OBSI is an independent federal organization that investigates customer complaints against financial service providers, including banks, credit unions, federal trust and loan companies and other deposit taking organizations, investment dealers, mutual fund dealers and mutual fund companies and RESP dealers. The service is free of charge.

Ombudsman for Banking Services and Investments (OBSI)  
401 Bay Street, Suite 1505, P.O. Box 5  
Toronto, ON M5H 2Y4  
Phone (Toll-free): 1-888-451-4519  
Toll-free fax: 1-888-422-2865  
Email: [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca) Website: [www.obsi.ca](http://www.obsi.ca)

*Note: OBSI do not investigate complaints about credit decisions, service fees, interest rates, and other matters of general policy, issues that are in litigation, or transactions for which records no longer exist (usually after six or seven years).*

### **Office of the Privacy Commissioner of Canada**

If you have concerns about your privacy or the way Kerrobert Credit Union has handled your personal information, you should try and settle the matter directly with the credit union by contacting its Privacy Officer.

If you are not satisfied with the credit union's response, you may contact the Office of the Privacy Commissioner. Filing a complaint with the office is free of charge and you will be assisted throughout the process.

#### ***To contact the Office of the Privacy Commissioner of Canada:***

Online Complaint Form:  
<https://plainte-complaint.priv.gc.ca/en/register-pipeda>

Phone (Toll-free): 1-800-282-1376  
Mail: Office of the Privacy Commissioner of Canada  
30 Victoria Street  
Gatineau, Québec K1A 1H3

### **We wish to thank you in advance for bringing your issue to our attention.**

We take our member complaints very seriously and are committed to making every effort to resolve your concern.

### **What Can Our Members Expect**

#### **Commitment**

There will be commitment at all levels of the organization to the fair and effective resolution of complaints.

**Accessibility**

The complaint handling process will be easy to access, understand and use.

**Responsiveness**

The complaint handling process will be responsive and provide final responses within a reasonable period of time.

**Fairness**

The complaint handling process will provide fair treatment and ensure complaints are reviewed in a fair and balanced manner.

For more information on the credit union complaint process or the Market Code, please contact us.

