

# Consumer Credit Division

## Trust, Loan, Financing Corporation or Loan Broker Complaint Form

Suite 601, 1919 Saskatchewan Drive  
Regina, SK S4P 4H2  
Phone: (306) 787-6700  
Fax: (306) 787-9006  
E-mail: fid@sfsc.gov.sk.ca

1. **Complainant**

<b>For Office Use Only:</b> <b>Consumer Number:</b> _____
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**(Complainant's Full Name)**

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**(Complainant's Full Address: Include City/Town, Province and Postal Code)**

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**(Home Telephone Number)**

**(Work Telephone Number)**

**TRUST, LOAN, FINANCING CORPORATION OR LOAN BROKER COMPLAINT FORM**

The **Financial Institutions Division** assists consumers in resolving disputes with trust, loan, financing corporations, or loan brokers which relate to financial transactions occurring in Saskatchewan. The Superintendent of Financial Institutions is part of the Financial Institutions Division and is responsible for reviewing complaints against the legislative requirements of *The Trust and Loan Corporations Act, 1997*.

The Superintendent requests that you attempt to resolve your complaint with the manager of the trust, loan, financing corporation, or loan broker before filling out and forwarding this form.

Please note that the Superintendent cannot force a trust, loan, financing corporation, or loan broker to resolve your complaint or give you compensation. We do not act as an advocate for either the complainant or the entity that is the subject of your complaint. While any resolution that we can provide is restricted to that allowed by the Act, there may be remedies available to you by way of a civil action through the courts. These remedies may be available regardless of the results of the Superintendent's inquiry or investigation.

**Complaint Information**

2. Name, Address and Telephone Number of Financial Institution or Loan Broker:

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Name of Manager/Loan Broker:

Complaint is regarding:	<input type="checkbox"/> Account	<input type="checkbox"/> Financing Agreement
	<input type="checkbox"/> Investment	<input type="checkbox"/> Other

3. If your complaint is regarding an account, financing agreement, or investment complete the following:

Account Number(s)	Type of Account(s):
Type of Financing Agreement:	Type of Investment:

4. Have you discussed your complaint with a staff member and/or the manager of the financial institution or with the loan broker?  Yes  No

If yes, indicate the name of the person you spoke to, the date and the details of the discussion.

5. Attach copies of your account statements and/or financial agreement (if applicable) and copies of any correspondence or other papers in your possession which may be of assistance, including any letter(s) you may have sent to or received from the company or loan broker.

6. Provide a brief description of your complaint including relevant dates. *(if more space is needed, attach a separate sheet)*

7. What do you consider to be a fair resolution of your complaint?

8. Name, Address and Telephone Number of contact person, if other than complainant (*Include: name and address in full and a daytime telephone number*)

9. Have you completed #s 1 to 8 of this form and attached the documentation required in #5?

### **Authorization Form - Disclosure of Information – Important Notice**

1. The following is an authorization form that allows the Superintendent of Financial Institutions to use and disclose your personal information to particular persons and entities. Please read it over carefully. If you have any questions about this form, please call or write to the address and telephone number indicated on the front of the complaint form.
  
2. The information on the complaint form is being collected by the Superintendent of Financial Institutions under the authority of *The Trust and Loan Corporation Act, 1997*. By signing this form, you are consenting to the Superintendent and those members of the public service of Saskatchewan employed in the office of the Superintendent to use and disclose the personal information contained in the complaint form and any additional information that you supply as follows:
  - For the purpose of administering and enforcing *The Trust and Loan Corporation Act, 1997*;
  - For the purpose of investigating and resolving your complaint; and
  - For any other purpose for which the information was obtained or for a use consistent with that purpose.
  
3. In particular, you are consenting to the use and disclosure of the personal information you have provided to the following persons or entities:
  - The trust, loan, financing corporation or loan broker with whom you have the complaint;
  - Government ministries; agencies, boards or commissions;
  - Self-regulatory agencies or association;
  - Deposit insurance providers (such as Canada Deposit Insurance Corporation);
  - Law enforcement agencies;
  - Agents or brokers related to your complaint;
  - Your employer, if your complaint involves your employer.

4. If there are persons or entities listed in clause 3 above, which you do not wish us to disclose personal information to, please list those persons or entities below.

_____	_____
_____	_____
_____	_____

I hereby authorize the Superintendent of Financial Institutions to use and disclose the information I have submitted about my complaint to the persons and entities listed in clause 3, as required. I have not consented to the disclosure of personal information to the specific persons and entities listed in clause 4 (if any).

\_\_\_\_\_

Date

\_\_\_\_\_

Complainant's Signature

\_\_\_\_\_

Signature of Individual Completing Form  
(if other than Complainant)

Please note that if you are submitting this complaint form on behalf of a complainant, the complainant must sign this authorization form.

Return your completed, signed complaint form and authorization form by facsimile, mail, or hand delivery to the Financial Institutions Division at the address indicated on the top of the complaint form.