

Resolve My Consumer Dispute:

Manual for
Consumers



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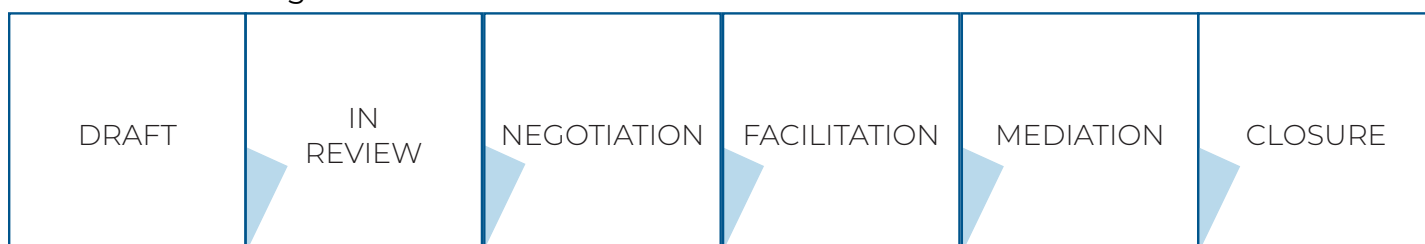
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Introduction to the *Resolve My Consumer Dispute* Guide

This guide will help use and navigate the online dispute resolution system. For further information please contact the Financial and Consumer Affairs Authority of Saskatchewan (FCAA) directly.

Overview of the FCAA Online Dispute Resolution Process

As a case for a dispute proceeds through the online dispute resolution process, the status will change.



Draft: The consumer starts the case using the “Resolve My Consumer Dispute” system. At this stage, the case has not been submitted for the FCAA to review.

In Review by CPD Administrator: The consumer has submitted the case in the “Resolve My Consumer Dispute” system and the case is now assigned to the FCAA Consumer Protection Division for review.

Negotiation: The consumer and business are linked together and can communicate with each other in the system. Both Parties can attempt to reach a resolution using the built in chat and proposal functions.

Facilitation requested: This status only appears if the consumer or business has requested a facilitator to join the case.

Facilitation: This status only appears if a facilitator from the FCAA has been assigned to the case to assist the parties in resolving their dispute.

Mediation Pending: This status only appears if the case has been approved for mediation but is waiting for both parties to accept the Mediation Terms of Use and Guidelines. Once both parties review and accept the Mediation Terms of Use and Guidelines, the case can proceed to mediation.

Mediation: Waiting for Mediator to be Assigned: This status only appears if the case is proceeding to mediation. Both parties have accepted the Mediation Terms of Use and Guidelines and the case has been forwarded to the Dispute Resolution Office so that a mediator can be assigned.

Mediation: This status only appears if the case has proceeded to mediation. A mediator from the Dispute Resolution Office has been assigned to the case and will lead both parties.

Closed: The case is closed. The parties can review the details of the case and download a summary for their records.

Login/Logout

1. LOGIN TO YOUR SASKATCHEWAN ACCOUNT

To access “Resolve My Consumer Dispute,” use the following connection link:
[resolvemyconsumerdispute.saskatchewan.ca](https://services.saskatchewan.ca/#/login)

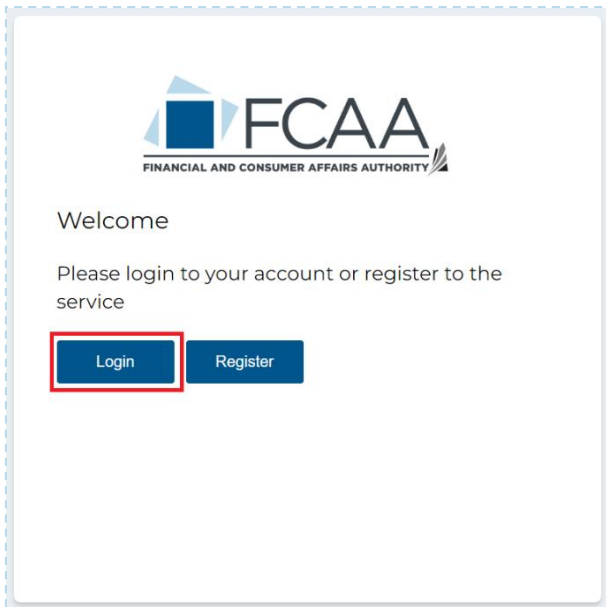
You will be routed to the Saskatchewan Account login page. If you do not have a Saskatchewan Account, you must create one before proceeding to login.

1.1 Register for the First Time and Create a Saskatchewan Account

Follow the instructions at <https://services.saskatchewan.ca/#/login> to create an Individual Saskatchewan Account.

1.2 Login

Select "Login."



You will land on the Saskatchewan Account login. Enter your email/username and your password. Select "Sign In."

Saskatchewan Account Login

Email or Username

Password

 [Show](#)

[Forgot Password?](#)

[Sign In](#)

Or

[Create Account](#)

A Saskatchewan Account provides simple and secure access to government online services.



Simple

Use one login and password to log in to participating services.

Quick

Use participating government online services when it suits you.

Secure

Saskatchewan Account uses secure technology to enable authorized access to information. Read our [Privacy Policy](#).

If you have both an Individual and an Organization profile in your Saskatchewan Account, select the “Individual” Profile to create a new case. You will not have this option if you only have an Individual profile.

Saskatchewan Account - Select Profile

Select the profile you wish to use or connect a business or an organization to your account.

 **Connect an Organization**

Profiles



Individual

Your name



Organization

Business name

Delegate

Need help? Find answers at [Saskatchewan Account Help](#).

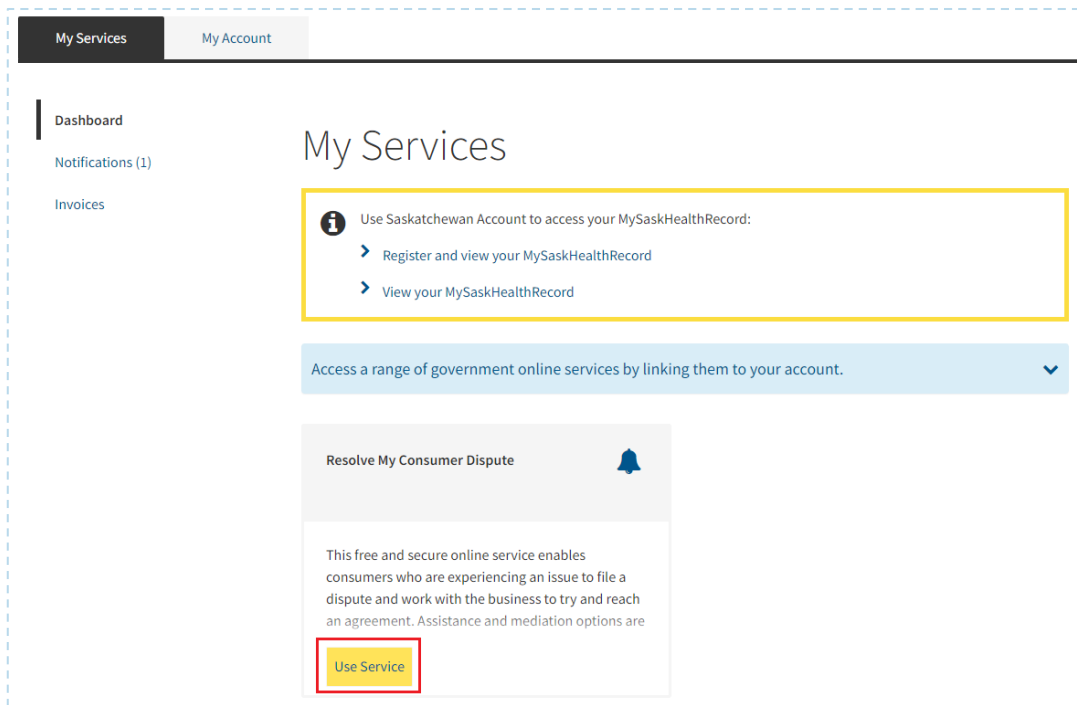
Saskatchewan
Account 

1.3 Link and Use the Resolve My Consumer Dispute service.

On the My Services tab, select “Resolve My Consumer Dispute” from the list, and select “Link Service”.

The screenshot shows the 'My Services' page with a sidebar on the left containing 'Dashboard', 'Notifications (1)', and 'Invoices'. The main header has 'My Services' (highlighted with a red box) and 'My Account'. A yellow box highlights an information message: 'Use Saskatchewan Account to access your MySaskHealthRecord:' with links to 'Register and view your MySaskHealthRecord' and 'View your MySaskHealthRecord'. Below this, a blue banner reads 'Access a range of government online services by linking them to your account.' with an upward arrow icon (highlighted with a red box). A modal titled 'Link a Service' is open, featuring a search bar 'Search for a government online service' and a list of services. 'Resolve My Consumer Dispute' is selected in the list (highlighted with a red box). To the right of the list are two arrow icons (highlighted with a red box). At the bottom of the modal, the 'Link Service' button is highlighted with a red box, next to a 'Cancel' button.


A card for “Resolve My Consumer Dispute” will appear. Select “Use Service” under the “Resolve My Consumer Dispute” card.



A list of tasks will appear. Select “Resolve My Consumer Dispute.”



The “My Case(s)” page will appear where you can see any cases you have already created.



My Case(s)My ProfileLogout

New Case

Open A New Case

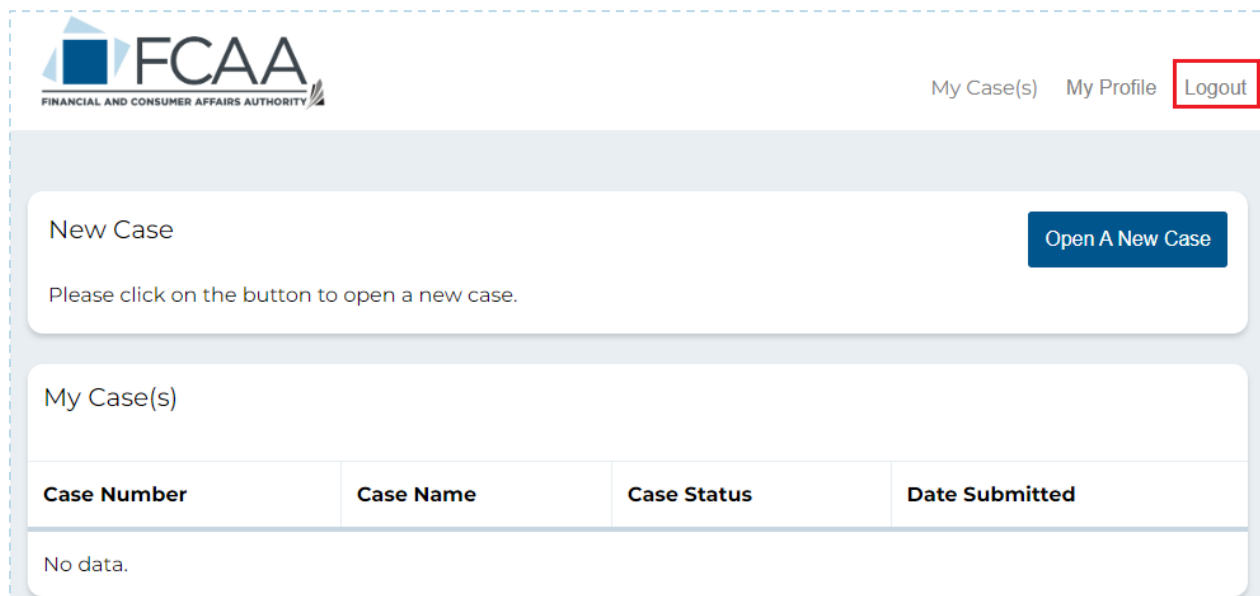
Please click on the button to open a new case.

My Case(s)

Case Number	Case Name	Case Status	Date Submitted
No data.			

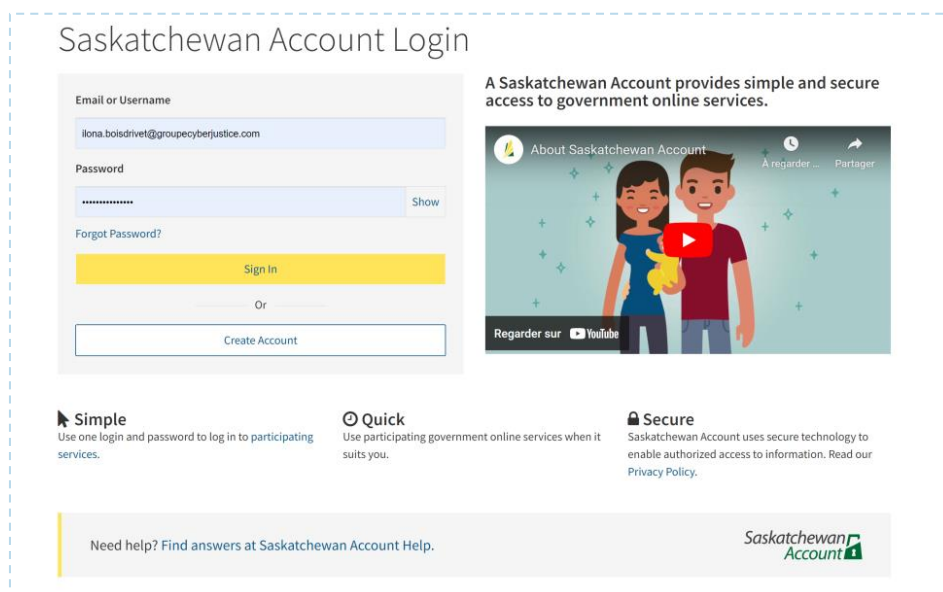
2. LOGOUT FROM YOUR ACCOUNT

To logout from your account, select “Logout” at the top right of your screen.



The screenshot shows the FCAA (Financial and Consumer Affairs Authority) user interface. At the top left is the FCAA logo. At the top right are links for "My Case(s)", "My Profile", and "Logout" (which is highlighted with a red box). Below the header is a section titled "New Case" with a button "Open A New Case" and a message: "Please click on the button to open a new case." Below this is a section titled "My Case(s)" which contains a table with the following headers: "Case Number", "Case Name", "Case Status", and "Date Submitted". The table body shows "No data."

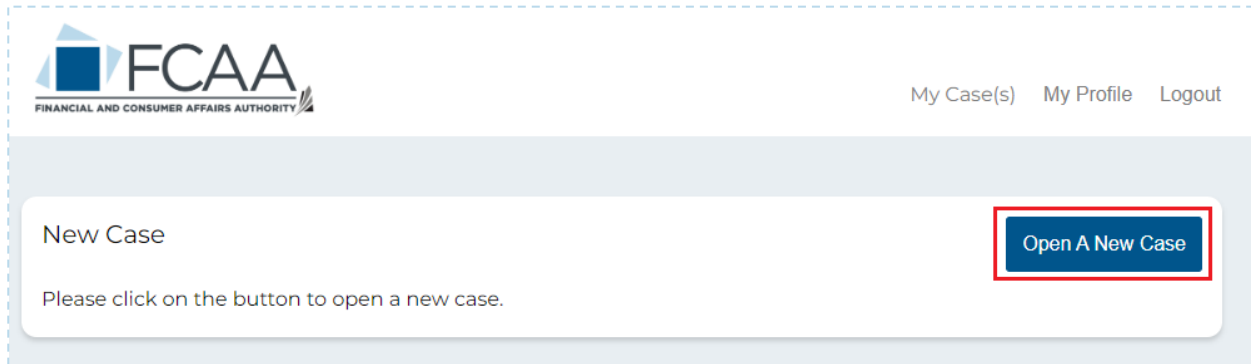
You will be redirected to the Saskatchewan Account page.



The screenshot shows the Saskatchewan Account Login page. The title is "Saskatchewan Account Login". On the left is a login form with fields for "Email or Username" (containing "ilona.bolsdrivet@groupecyberjustice.com") and "Password" (masked with dots and a "Show" button). Below the password field is a "Forgot Password?" link and a yellow "Sign in" button. Below the sign in button is an "Or" separator and a "Create Account" button. On the right is a graphic titled "About Saskatchewan Account" showing a man and a woman holding a yellow Pikachu. Below the graphic is a video player with a red play button and the text "Regarder sur YouTube". At the bottom are three sections: "Simple" (Use one login and password to log in to participating services), "Quick" (Use participating government online services when it suits you), and "Secure" (Saskatchewan Account uses secure technology to enable authorized access to information. Read our Privacy Policy.). At the very bottom is a footer with the text "Need help? Find answers at Saskatchewan Account Help." and the "Saskatchewan Account" logo.

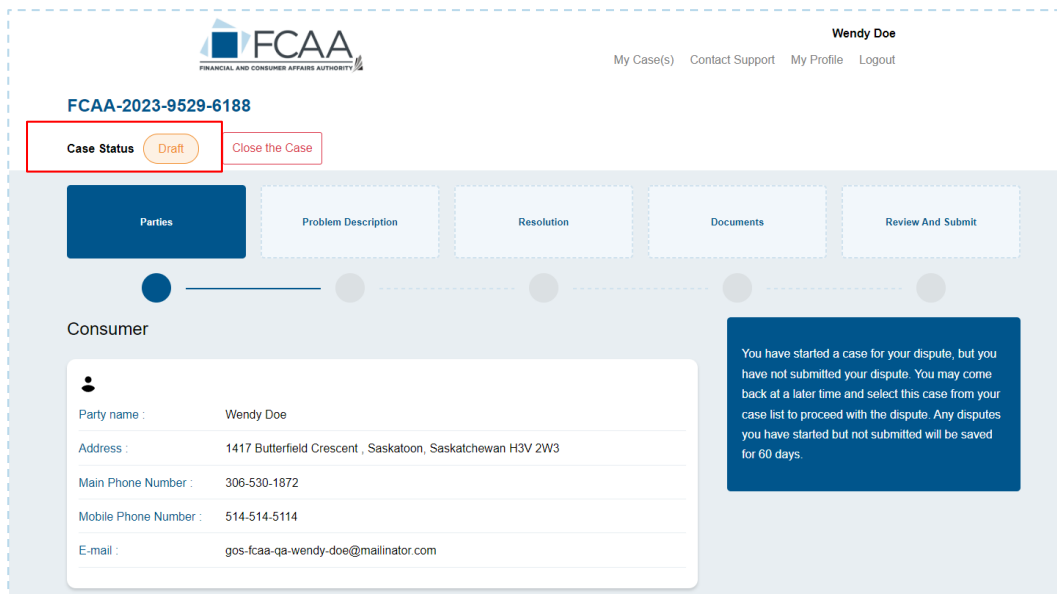
Open a New Case

To open a new case for your dispute, select “Open A New Case.”



The screenshot shows the FCAA (Financial and Consumer Affairs Authority) website interface. At the top left is the FCAA logo. At the top right are links for 'My Case(s)', 'My Profile', and 'Logout'. Below the header is a light blue box titled 'New Case'. Inside this box, there is a text prompt: 'Please click on the button to open a new case.' To the right of this text is a blue button with the text 'Open A New Case', which is highlighted by a red rectangular border.

Once opened, the status of your case is “Draft”. You will have five steps to complete before your case can be submitted to the CPD Administrator for review. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not yet submitted will be saved for 60 days.



The screenshot shows the FCAA case creation form for a user named Wendy Doe. At the top left is the FCAA logo. At the top right are links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the header, the case ID 'FCAA-2023-9529-6188' is displayed. Below the case ID, there is a 'Case Status' section with a red border. It contains a yellow 'Draft' button and a red 'Close the Case' button. Below this is a horizontal progress bar with five steps: 'Parties', 'Problem Description', 'Resolution', 'Documents', and 'Review And Submit'. The 'Parties' step is currently active. Below the progress bar, the 'Consumer' section is visible. It contains a form with the following fields: 'Party name' (Wendy Doe), 'Address' (1417 Butterfield Crescent, Saskatoon, Saskatchewan S3V 2W3), 'Main Phone Number' (306-530-1872), 'Mobile Phone Number' (514-514-5114), and 'E-mail' (gos-fcaa-qa-wendy-doe@mailinator.com). To the right of the form is a blue box with the following text: 'You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.'

1. SEARCH A BUSINESS

Under the “Parties” tab scroll down to the “Search Business” window.

FCAA-2023-9103-3363

Case Status Draft Close the Case

Parties

Problem Description

Resolution

Documents

Review And Submit

Consumer

Party name : Consumer

Representative phone number : 306-555-1234

E-mail : consumer@mailinator.com

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Search Business

Search Business

Please type the business name

Search

Search for the name of the company or business you want to submit your dispute with. A search using part of the name will also show results.

Search Business

Search Business

sasuke

Search

If you have any questions about which business to select, call the FCAA help desk or submit a request for support using “Contact Support” in the top right of the page. Otherwise, select the business.

Search Business

Search Business

Search

SASUKE LIMITED

Regina
1 Place Street, Regina, SK, S4S4S4

Select

SASUKE LIMITED

Saskatoon
2 Place Street, Saskatoon, SK, S4S4S4

Select

No more results available.

If the business was not listed above, please click on the button below to enter the details manually.

Enter Business Details Manually

Confirm your selection.

Confirm Selection

SASUKE LIMITED


Saskatoon
2 Place Street, Saskatoon, SK, S4S4S4

Do you confirm you want to add the company above to the case?

Confirm

Select “Next” to proceed to the next step.

Business



Party name : SASUKE LIMITED, Saskatoon

Address : 2 Place Street, Saskatoon, S4S4S4, SK, CA

Representatives : The party representative has not yet joined the case.

Edit Business

Select a different business

Select business

Next

If you cannot find the business you are looking for, select “Enter Business Details Manually.”

Search Business

Search Business

sasuke

Search

SASUKE LIMITED
Regina
1 Place Street, Regina, SK, S4S4S4

Select

SASUKE LIMITED
Saskatoon
2 Place Street, Saskatoon, SK, S4S4S4

Select

No more results available.

If the business was not listed above, please click on the button below to enter the details manually.

Enter Business Details Manually

Please enter the company details below and press submit to add the party to the case.

All fields marked with an * are required.

* Business Name	* Business Email
<input type="text"/>	<input type="text"/>
* Business Phone Number	Representative Name (Optional)
<input type="text"/>	<input type="text"/>
* Address Line 1	Address Line 2 (Optional)
<input type="text"/>	<input type="text"/>
* City	* Postal Code
<input type="text"/>	<input type="text"/>


Please provide any additional information (Optional)

10000 characters allowed

[Submit](#)

Select “Next” to proceed to the next step. If you want to edit the form you submitted, select “Edit Business.” If you want to search for a different business, choose “Select business.”

Business



Party name : The Business

Address : 1 Somewhere Street, Regina, S4S4S4, Saskatchewan, Canada

E-mail : emailaddress@email.com

Representatives : The party representative has not yet joined the case.

Edit Business

Edit business details [Edit Business](#)

Select a different business [Select business](#)

[Next](#)

2. PROBLEM DESCRIPTION

Under the “Problem Description” tab, select the type of service your dispute is about. Note that you cannot proceed to the problem description tab if you have not previously identified the business (see the previous section).

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) case management system. At the top, the FCAA logo is on the left, and the user's name 'Shawn Cook' is on the right, with links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the logo, the case number 'FCAA-2023-9423-5353' is shown. The 'Case Status' is 'Draft', with a 'Close the Case' button. A horizontal navigation bar contains five tabs: 'Parties', 'Problem Description' (which is active and highlighted in dark blue), 'Resolution', 'Documents', and 'Review And Submit'. Below the tabs, a progress indicator shows five steps, with the first step 'Parties' completed (indicated by a checkmark) and the second step 'Problem Description' currently active. The main content area is divided into two sections. The left section, titled 'Describe your dispute', contains the question 'What type of service is your dispute about?' followed by a list of radio button options: 'Pre-paid Purchase Card', 'Vehicle Dealer', 'Ticket Sellers', 'Collection Agency', 'Credit Reporting Agency', 'Contracts', 'Auction Sales Company', and 'Direct Sellers (Door-to-door Sales)'. The right section is a blue box with white text that reads: 'You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.'

Complete the form and select “Save problem description.”

* How did you purchase the item?

☐ They came to my door

☐ At an auction

☒ I purchased online

☐ In the dealership

☐ I phoned the business

☐ Other

Save problem description

You can edit the information you filled out or proceed to the next step.

Problem Description

Category : Vehicle dealer

What is the good or service that caused your problem? (e.g. warranty issue, disclosure)

Warranty Issue

When did you buy the good/service?

4 Dec 2022

How much did you pay? (\$)

5000.00

What is the contract #/order #/invoice #?

0001

Have you already contacted the business about your dispute?

No

What is the nature of the problem/type of dispute (please check at least one box)

☒ There has been a breach of warranty.

How did you purchase the item or communicate with the business?

☒ I purchased online

Edit

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Previous

Next

3. RESOLUTION

Under the “Resolution” tab, complete the “Describe Resolution” form and select “Next”. This resolution form will be the first proposal submitted to the business representative. Once the case moves to negotiation, the business representative will have the ability to accept your proposal or make a counter proposal. If the business representative has not responded to your proposal, you can edit it.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) web interface for a resolution case. At the top, the FCAA logo is on the left, and the user's name "Wendy Doe" is on the right, with links for "My Case(s)", "Contact Support", "My Profile", and "Logout". Below the logo, the case number "FCAA-2023-9529-6188" is shown. The "Case Status" is "Draft", with a "Close the Case" button. A progress bar at the top indicates the current step: "Parties" (checked), "Problem Description" (checked), "Resolution" (active), "Documents", and "Review And Submit". The "Describe Resolution" form is the main focus, with a note that "All fields marked with an * are required." The form asks "What is the resolution you are seeking?" and provides several radio button options: "Delivery of the good or provision of the service", "Repair or maintenance of the good" (selected), "Replacement or exchange of the good", "Total or partial reimbursement of the good or service", "Cancellation of the contract", and "Other". A blue callout box on the right states: "You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days." Below the form, there is a date selection field for "Please select a preferred date for the repair or maintenance" showing "2023 / 3 / 15". Another field asks for rationale: "Please provide rationale to justify the resolution you are seeking." with a text area containing the example text: "I purchased an extended warranty package when I bought the vehicle. This repair falls under what the warranty covers and I shouldn't have to pay for it." A character count at the bottom indicates "9847 characters remaining".

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Wendy Doe
My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status **Draft** Close the Case

Parties Problem Description Resolution Documents Review And Submit

Describe Resolution

All fields marked with an * are required.

* What is the resolution you are seeking? [Help](#)

☐ Delivery of the good or provision of the service

☒ Repair or maintenance of the good

☐ Replacement or exchange of the good

☐ Total or partial reimbursement of the good or service

☐ Cancellation of the contract

☐ Other

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

* Please select a preferred date for the repair or maintenance

2023 / 3 / 15

* Please provide rationale to justify the resolution you are seeking.

I purchased an extended warranty package when I bought the vehicle. This repair falls under what the warranty [covers](#) and I shouldn't have to pay for it."

9847 characters remaining

You can review a draft of the agreement document if your proposal was to be approved by the business representative. Once you have reviewed the document, select “Submit.”

Preview of the agreement

Please take time to review the following preview of the generated agreement document if your proposal were to be approved by the other party. You can still edit your proposal. Please click on the submit button below the preview to finalize your proposal.

1 sur 3

RESOLVE MY CONSUMER DISPUTE

Case Number: FCAA-2023-9529-6188

SETTLEMENT AGREEMENT

This Agreement made Wednesday, 01 February 2023

Between
Wendy Doe

(Herein after referred to as the Consumer);

Submit

You can edit your resolution or select “Next” to proceed to the next step.

Case Status Draft Close the Case

Parties **Problem Description** **Resolution** **Documents** **Review And Submit**

Resolution sought

What is the resolution you are seeking?
Repair or maintenance of the good

Please select a preferred date for the repair or maintenance
15 Mar 2023

Please provide rationale to justify the resolution you are seeking.
I purchased an extended warranty package when I bought the vehicle. This repair falls under what the warranty covers and I shouldn't have to pay for it."

Edit

Previous Next


You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

4. DOCUMENTS

You can upload documents or files to support your case. Examples of files that may be applicable include:

- Receipts or invoices
- Contracts or agreements
- Correspondence (emails, letters, notes)
- Photos or videos

It is optional to upload a document or file to your case. To skip and proceed to the next step, select "Next" or select the "Review and Submit" tab.



Wendy Doe
My Case(s)
Contact Support
My Profile
Logout

FCAA-2023-9529-6188

Case Status
Draft
Close the Case

Parties

Problem Description

Resolution

Documents

Review And Submit

Attach Document To Case

Add Document

Documents of the case


Party	Title	Extension	Submitted Date	Actions
No data.				

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Previous

Next

To upload a document to a case, select "Add Document."



Wendy Doe
My Case(s)
Contact Support
My Profile
Logout

FCAA-2023-9529-6188

Case Status
Draft
Close the Case

Parties

Problem Description

Resolution

Documents

Review And Submit

Attach Document To Case

Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
No data.				

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Previous

Next

Select “Attach document” and select the document you want to upload from your computer.

FCAA-2023-9529-6188

Case Status Draft Close the Case

« Back

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

Submit Cancel

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

It is mandatory to add a description of the document you want to upload.

FCAA-2023-9529-6188

Case Status Draft Close the Case

« Back

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

IMAGE TEST.jpg

* Description
Invoice

Delete Download

Submit Cancel

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Select "Submit"

FCAA-2023-9529-6188

Case Status Draft Close the Case

« Back

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

IMAGE TEST.jpg

* Description

Invoice

Delete Download

Submit Cancel

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Once uploaded, the document will appear in the "Documents of the case" section. To delete a document from a case, select "Delete" in the "Actions" column (See image below). Note that after the case is submitted, it will no longer be possible to delete a document.

FCAA-2023-9529-6188

Case Status Draft Close the Case

Parties

Problem Description

Resolution

Documents

Review And Submit

✓ — ✓ — ✓ — ✓ —

Attach Document To Case

Add Document


Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download Delete

Previous Next

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Select “Next” to proceed to the next step.



Wendy Doe

[My Case\(s\)](#) [Contact Support](#) [My Profile](#) [Logout](#)

FCAA-2023-9529-6188

Case Status Draft Close the Case

Parties

Problem Description

Resolution

Documents

Review And Submit

✓

✓

✓

✓

Attach Document To Case

Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	<div><div>Download</div><div>Delete</div></div>


You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Previous

Next

5. REVIEW AND SUBMIT THE CASE

Under the “Review and Submit” tab you can review all the information you filled out and files that you uploaded to your case before submitting it. Scroll down the page to review your information and select “Submit Case.”


FCAA
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[My Case\(s\)](#)
[Contact Support](#)
[My Profile](#)
[Logout](#)

FCAA-2023-9529-6188

Case Status
Draft
Close the Case

Parties

Problem Description


Resolution

Documents

Review And Submit

Parties

Consumer



Party name : Wendy Doe

Address : 1417 Butterfield Crescent , Saskatoon, Saskatchewan S3V 2W3


Main Phone Number : 306-530-1872

Mobile Phone Number : 514-514-5114

E-mail : gos-fcaa-qa-wendy-doe@mailinator.com

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

Business



Party name : The Carnduff Community Theatre Co-opertive Association Ltd. , The Carnduff Community Theatre Co-opertive Association Ltd.

Address : BOX 96, CARNDUFF, S0C 0S0, SASKATCHEWAN, CA

Representatives : The party representative has not yet joined the case.

Edit Company

Select a different company
Select company

Documents

Attach Document To Case

Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	.jpg	Feb 1st, 2023 - 15:50	Download Delete

Problem Description

Problem Description

Category : Vehicle dealer

What is the good or service that caused your problem? (e.g. warranty issue, disclosure)

Warranty Issue

When did you buy the good/service?

4 Dec 2022

How much did you pay? (\$)

5000.00

What is the contract #/order #/invoice #?

0001

Have you already contacted the business about your dispute?

No

What is the nature of the problem/type of dispute (please check at least one box)



There has been a breach of warranty.

How did you purchase the item or communicate with the business?



I purchased online

Edit



Resolution

Resolution sought

What is the resolution you are seeking?

Repair or maintenance of the good

Please select a preferred date for the repair or maintenance

15 Mar 2023

Please provide rationale to justify the resolution you are seeking.

I purchase a warranty package when I bought the vehicle. this falls under warranty so it should be covered.

Edit

Case Submission

Submit Case

Submit Case

Confirm you want to submit your case by selecting “Submit Case.”

resolution you are seeking?

aintenance of the good

Please select a preferred date for the repair or maintenance

13 Jun 2023

Submit Case

Click on the button below to confirm the action. This cannot be undone.

Submit Case

omission

29

Once your case is submitted, the status will change to: In Review by CPD Administrator. It will be reviewed by the Consumer Protection Division (CPD) Administrator to ensure that it is complete.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) portal interface. At the top, the FCAA logo is on the left, and the user's name 'Wendy Doe' is on the right, with links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the logo, the case number 'FCAA-2023-9529-6188' is shown. A red box highlights the 'Case Status' section, which includes a button 'In Review By CPD Administrator' and a 'Close the Case' button. Below this, there are five tabs: 'Parties', 'Problem Description', 'Documents', 'Table of Proposals', and 'Actions'. The 'Parties' tab is selected, showing a 'Consumer' section with a profile card for Wendy Doe. The card lists her address, phone numbers, and email. A blue notification box on the right states: 'You have submitted your dispute. It will be reviewed by the CPD Administrator to ensure that it is complete. Please check your personal inbox frequently for any updates on your case.'

Become Familiar with the Portal

1. MY CASE(S)

After logging in, you will automatically land on the “My Case(s)” page.

1.1. Case List

The Case List allows you to have an overview of the cases you opened on the platform:

- The Case Number - Each case has a unique number. The numbers are not sequential.
- The Case Name – The consumer’s name and the business’s name.
- The status of the case.
- The date the case was submitted.

New Case

[Open A New Case](#)

Please click on the button to open a new case.


My Case(s)

Case Number	Case Name	Case Status	Date Submitted
FCAA-2023-8132-3407	Case - FCAA-2023-8132-3407	Draft	
FCAA-2023-7699-0488	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Facilitation	Feb 1st, 2023
FCAA-2023-5666-7570	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	
FCAA-2023-8228-9974	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	
FCAA-2023-2190-5082	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	

1-5 of 371

[Next](#)

If you navigate to another page, the home page is accessible by selecting “My Case(s)” at the top of the page.



[My Case\(s\)](#)
[Contact Support](#)
[My Profile](#)
[Logout](#)

Wendy Doe

FCAA-2023-8132-3407

Case Status

Draft

Close the Case

Parties

Problem Description

Resolution

Documents

Review And Submit

Consumer

Party name :

Wendy Doe

Address :

1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3

Main Phone Number :

306-530-1872

Mobile Phone Number :

514-514-5114

E-mail :

gos-fcaa-qa-wendy-doe@mailinator.com

You have started a case for your dispute, but you have not submitted your dispute. You may come back at a later time and select this case from your case list to proceed with the dispute. Any disputes you have started but not submitted will be saved for 60 days.

1.2. Accessing a Case

To access a case, you must select the row for the specific case.

New Case

Open A New Case

Please click on the button to open a new case.

My Case(s)

Case Number	Case Name	Case Status	Date Submitted
FCAA-2023-8132-3407	Case - FCAA-2023-8132-3407	Draft	
FCAA-2023-7699-0488	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd.	Facilitation	Feb 1st, 2023
FCAA-2023-5666-7570	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd.	Draft	
FCAA-2023-8228-9974	Wendy Doe and The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd.	Draft	

1.3. User Profile and Notification Preference

Select “My Profile” at the top of the page to access your user profile. This information in your profile (name, email address, phone number) is from your Individual Saskatchewan Account.

The screenshot shows the FCAA (Financial and Consumer Affairs Authority) user interface. At the top, the FCAA logo is on the left, and the user's name 'Wendy Doe' is on the right. Below the name are three links: 'My Case(s)', 'My Profile' (highlighted with a red box), and 'Logout'. The main content area is titled 'New Case' and includes a button 'Open A New Case'. Below this is a section titled 'My Case(s)' which contains a table of cases. The table has four columns: 'Case Number', 'Case Name', 'Case Status', and 'Date Submitted'. There are five rows of cases, all with a status of 'Draft'. The first row has a case number 'FCAA-2023-8132-3407' and a case name 'Case - FCAA-2023-8132-3407'. The other four rows have case numbers starting with 'FCAA-2023-' and case names involving 'Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd.'. At the bottom of the table, it says '1-5 of 371' and there is a 'Next' button.

Case Number	Case Name	Case Status	Date Submitted
FCAA-2023-8132-3407	Case - FCAA-2023-8132-3407	Draft	
FCAA-2023-7699-0488	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Facilitation	Feb 1st, 2023
FCAA-2023-5666-7570	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	
FCAA-2023-8228-9974	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	
FCAA-2023-2190-5082	Wendy Doe and The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd.	Draft	

1-5 of 371 [Next](#)

The second screenshot shows the FCAA user interface for a specific case, 'FCAA-2023-4546-5529'. At the top, the FCAA logo is on the left, and the user's name 'Wendy Doe' is on the right. Below the name are three links: 'My Case(s)', 'Contact Support', and 'My Profile' (highlighted with a red box). Below the links, the case number 'FCAA-2023-4546-5529' is displayed. Below the case number, the 'Case Status' is 'Draft' and there is a 'Close the Case' button. Below this is a horizontal bar with five tabs: 'Parties', 'Problem Description', 'Resolution', 'Documents', and 'Review And Submit'. The 'Parties' tab is currently selected, indicated by a blue circle below it. Below the tabs, there are five circular progress indicators, with the first one being filled blue and the others being empty.

If you want to update the information in “My Profile” you must update it in your Individual Saskatchewan Account. Select the “Saskatchewan Account” link to update your information.

My Profile [Close]

If you wish to update your contact information, this can be done in the account info section in your [Saskatchewan Account](#).

First Name : Wendy

Last Name : Doe

E-mail : gos-fcaa-qa-wendy-doe@mailinator.com

Phone Number : 306-530-1872

* How would you like to receive notifications ?

☒ By e-mail

☐ By SMS and e-mail

Update Notification Preference

1.4. Update Notification Preference

To update your notification preference, select your preferred option and select “Update Notification Preference.” Please note that if you have not added your phone number to your Saskatchewan Account, the SMS option will not appear.

My Profile [Close]

If you wish to update your contact information, this can be done in the account info section in your [Saskatchewan Account](#).

First Name : Wendy

Last Name : Doe

E-mail : gos-fcaa-qa-wendy-doe@mailinator.com

Phone Number : 306-530-1872

* How would you like to receive notifications ?

☒ By e-mail

☐ By SMS and e-mail

Update Notification Preference

2. OVERVIEW OF A CASE

2.1. Landing Page

When you access a case, you will land on the “Parties” tab. This tab displays the case parties information: you (the consumer), the business and its representative, the facilitator (if applicable) and the mediator (if applicable).

FCAA-2023-9529-6188

Case Status

Negotiation

Close the Case

Request Facilitation

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

Consumer

Party name : Wendy Doe

Address : 1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3

Main Phone Number : 306-530-1872

Mobile Phone Number : 514-514-5114

E-mail : gos-fcaa-qa-wendy-doe@mailinator.com

Business

Party name : The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd.

Address : BOX 96, CARNDUFF, S0C 0S0, SASKATCHEWAN

Representative

Name :

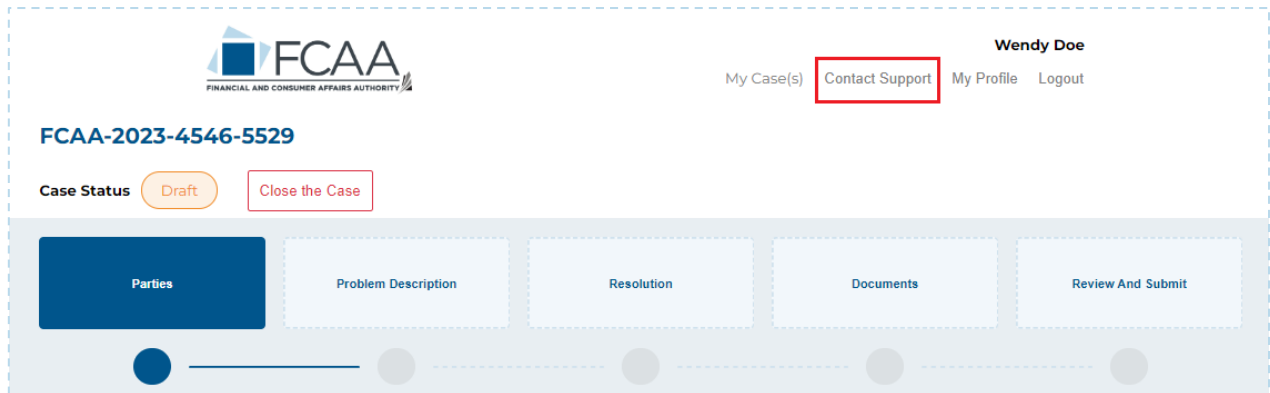
Eggz Benedict

E-mail :

gos-fcaa-qa-ebmpdemoaug15@mailinator.com

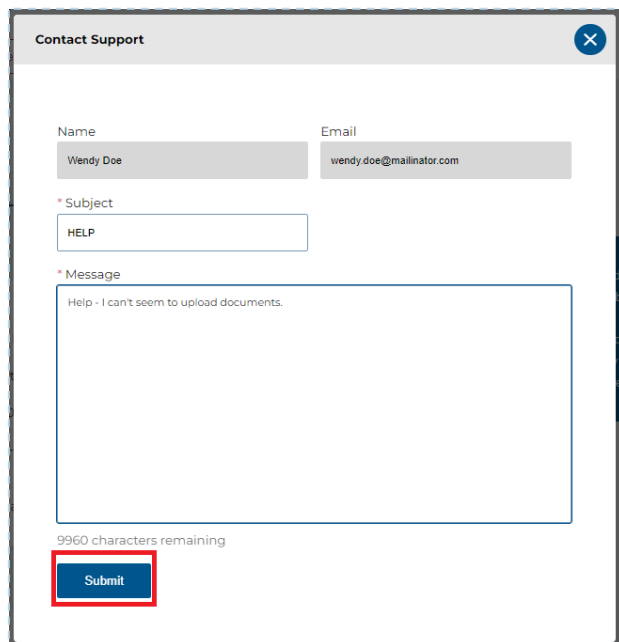
2.2. Contact Support

When you are in a case and you have technical difficulties, you have the option to "Contact Support" in the top right of the page. This feature enables you to send a message to the FCAA requesting help.



The screenshot shows the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top, the FCAA logo is on the left, and the user's name 'Wendy Doe' is on the right. Below the logo, the case number 'FCAA-2023-4546-5529' is displayed. The 'Case Status' is 'Draft', and there is a 'Close the Case' button. A navigation bar contains five tabs: 'Parties', 'Problem Description', 'Resolution', 'Documents', and 'Review And Submit'. The 'Contact Support' link is highlighted in the top right corner of the interface.

Complete the form to request support and then select "Submit."



The screenshot shows the 'Contact Support' form. It includes fields for 'Name' (Wendy Doe) and 'Email' (wendy.doe@mailinator.com). There is a required field for 'Subject' with the value 'HELP'. A required 'Message' field contains the text 'Help - I can't seem to upload documents.' Below the message field, it indicates '9960 characters remaining'. The 'Submit' button is highlighted at the bottom of the form.

3. PROBLEM DESCRIPTION

Under the “Problem Description” tab, you can access the problem description form you submitted.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) user interface. At the top left is the FCAA logo. At the top right, the user's name 'Wendy Doe' is shown, along with links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the logo, the case number 'FCAA-2023-9529-6188' is displayed. Underneath the case number, there are three buttons: 'Negotiation' (highlighted with a red box), 'Close the Case', and 'Request Facilitation'. Below these buttons is a horizontal menu with six tabs: 'Parties', 'Problem Description' (highlighted with a red box), 'Documents', 'Table of Proposals', 'Message Center', and 'Actions'. The 'Problem Description' tab is active, showing a form with the following fields:

- Category :** Vehicle dealer
- What is the good or service that caused your problem? (e.g. warranty issue, disclosure)**
Warranty Issue
- When did you buy the good/service?**
4 Dec 2022
- How much did you pay? (\$)**
5000.00
- What is the contract #/order #/invoice #?**
0001
- Have you already contacted the business about your dispute?**
No
- What is the nature of the problem/type of dispute (please check at least one box)**
☒ There has been a breach of warranty.
- How did you purchase the item or communicate with the business?**
☒ I purchased online

4. DOCUMENTS


Under the “Documents” tab, you can view the list of files or document added to the case and add more files to the case.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top, the FCAA logo is on the left, and the user's name "Wendy Doe" is on the right, along with navigation links: "My Case(s)", "Contact Support", "My Profile", and "Logout". Below the logo, the case number "FCAA-2023-9529-6188" is shown. The "Case Status" section includes buttons for "Negotiation" (selected), "Close the Case", and "Request Facilitation". A horizontal menu contains tabs for "Parties", "Problem Description", "Documents" (highlighted with a red box), "Table of Proposals", "Message Center", and "Actions". Below the menu, there is a section titled "Attach Document To Case" with a red-bordered "Add Document" button. Underneath, a section titled "Documents of the case" (also red-bordered) contains a table with two rows of document information.

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download Delete
The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download

4.1. Upload a Document to the Case

To upload a file or document to a case, select "Add Document".



Wendy Doe
My Case(s)
Contact Support
My Profile
Logout

FCAA-2023-9529-6188

Case Status
Negotiation
Close the Case
Request Facilitation

Parties
Problem Description
Documents
Table of Proposals
Message Center
Actions

Attach Document To Case
Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download Delete
The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download

Select “Attach document” and select the file or document you want to upload from your computer or device.

FCAA-2023-9529-6188

Case Status
Negotiation
Close the Case
Request Facilitation

« Back

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

Submit
Cancel

It is mandatory to add a description of the file you want to upload.

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

TEST 1.docx

* Description

Test 1

Delete Download

Submit Cancel

Select "Submit."

Attach Document To Case

Attach document

You may attach up to 5 documents at a time.

File extensions accepted: img, jpg, png, pdf, doc, docx, mp4, mov, wmv, avi.

Maximum file size: 50 MB.

TEST 1.docx


* Description

Test 1

Delete Download

Submit Cancel

Once uploaded, the file or document will appear in the “Documents of the case” section.



My Case(s)Contact SupportMy ProfileLogout

Wendy Doe

FCAA-2023-9529-6188

Case Status

Negotiation

Close the Case

Request Facilitation

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

Attach Document To Case

Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	<div>Download</div> <div>Delete</div>
The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	<div>Download</div>
Wendy Doe (Consumer)	Test 1	docx	Feb 6th, 2023 - 14:48	<div>Download</div> <div>Delete</div>

4.2. Download a Document from the Case

To download a file or document, select the “Documents” tab.

The screenshot shows the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top, the FCAA logo is on the left, and the user's name 'Wendy Doe' is on the right, along with links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the logo, the case number 'FCAA-2023-9529-6188' is displayed. Underneath, there are buttons for 'Case Status' (with a dropdown menu showing 'Negotiation'), 'Close the Case', and 'Request Facilitation'. A row of tabs is visible: 'Parties', 'Problem Description', 'Documents' (highlighted with a red box), 'Table of Proposals', 'Message Center', and 'Actions'. Below the tabs, there is a section titled 'Attach Document To Case' with an 'Add Document' button. The main content area is titled 'Documents of the case' and contains a table with the following data:

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download Delete
The Camduff Community Theatre Co-operative Association Ltd., The Camduff Community Theatre Co-operative Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download
Wendy Doe (Consumer)	Test 1	docx	Feb 6th, 2023 - 14:48	Download Delete

Go to the “Actions” column and select “Download”.

This is a close-up screenshot of the 'Documents of the case' table. It shows the table structure with columns for Party, Title, Extension, Submitted Date, and Actions. The data rows are the same as in the previous screenshot, but the focus is on the 'Actions' column, which contains 'Download' and 'Delete' buttons for each document entry.

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download Delete
The Camduff Community Theatre Co-operative Association Ltd., The Camduff Community Theatre Co-operative Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download
Wendy Doe (Consumer)	Test 1	docx	Feb 6th, 2023 - 14:48	Download Delete

4.3. Deleting a Document Uploaded to the Case

To delete a file or document, select the “Documents” tab.

The screenshot shows the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top, the FCAA logo is on the left, and the user's name 'Wendy Doe' is on the right, along with links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the logo, the case number 'FCAA-2023-9529-6188' is displayed. The 'Case Status' is 'Negotiation', with buttons for 'Close the Case' and 'Request Facilitation'. A navigation bar contains tabs for 'Parties', 'Problem Description', 'Documents' (which is highlighted with a red box), 'Table of Proposals', 'Message Center', and 'Actions'. Below the navigation bar, there is a section 'Attach Document To Case' with an 'Add Document' button. The main section is titled 'Documents of the case' and contains a table with the following data:

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	Download Delete
The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	Download
Wendy Doe (Consumer)	Test 1	docx	Feb 6th, 2023 - 14:48	Download Delete

Go to the “Actions” column and select “Delete” for the file or document you want to remove. You can only delete files or documents that you uploaded. Once the case status changes to "Facilitation", it will no longer be possible to delete a file or document.

FCAA-2023-9529-6188

Case Status

Negotiation

Close the Case

Request Facilitation

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

Attach Document To Case

Add Document

Documents of the case

Party	Title	Extension	Submitted Date	Actions
Wendy Doe (Consumer)	Invoice	jpg	Feb 1st, 2023 - 15:50	<div>Download</div> <div>Delete</div>
The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)	Contract	pdf	Feb 3rd, 2023 - 14:48	<div>Download</div>
Wendy Doe (Consumer)	Test 1	docx	Feb 6th, 2023 - 14:48	<div>Download</div> <div>Delete</div>

Confirm you want to delete the file or document.

Add Document

Document

Party

Wendy Doe (Consumer)

Invoice

jpg

Feb 1st, 2023 - 15:50

Delete

Confirm Document Deletion

X

Delete

5. TABLE OF PROPOSALS

5.1 Table of Proposals in Negotiation and Facilitation

5.1.1 Accept a Proposal

Select the “Table of Proposals” tab.

The screenshot displays the case interface for FCAA-2023-9529-6188. At the top, the case status is 'Negotiation', with buttons for 'Close the Case' and 'Request Facilitation'. Below this is a navigation bar with tabs: 'Parties', 'Problem Description', 'Documents', 'Table of Proposals' (highlighted with a red box), 'Message Center', and 'Actions'. The 'Table of Proposals' tab is active, showing a comparison between a consumer proposal and a business proposal. The consumer proposal, dated Feb 1st, 2023, was rejected. The business proposal, dated Feb 3rd, 2023, is pending a response. Both proposals are from 'The Carnduff Community Theatre Co-operative Association Ltd. (Business)'. Each proposal has a 'Details' link and a question 'What is the resolution you are seeking?'.

If the business has submitted a proposal, you can accept their proposal or make a counter proposal. To accept the proposal, scroll down the page and select “Accept Proposal.”

The screenshot shows the decision options for a proposal. There are two buttons: 'Accept Proposal' (highlighted with a red box and a checkmark icon) and 'Make a Counter Proposal' (with a plus icon). Both buttons are located below a 'Decision' header.

Review the proposal and the preview of the generated agreement document. To accept the proposal, check the box and select “Accept Proposal”.

Case Status Facilitation Close the Case

[« Back to Table](#)

Accept Proposal

What is the resolution you are seeking?
Total or partial reimbursement of the pre-paid card

Please specify the reimbursement amount (\$)
500.00

Please provide rationale to justify the resolution you are seeking.
We will reimburse the amount

Preview of the agreement

Please take time to review the following preview of the generated agreement document.

1 sur 2

RESOLVE MY CONSUMER DISPUTE

Case Number: FCAA-2023-9529-6188

SETTLEMENT AGREEMENT

This Agreement made Monday, 06 February 2023

Between
Wendy Doe
(Herein after referred to as the Consumer):

* If the proposal is accepted, you will be bound by the terms and details in the proposal.

☒ By checking this box, I acknowledge that this is equivalent to an electronic signature and that I have read, verified and accepted all elements.

Accept proposal

Cancel

5.1.2 Make a Counter Proposal.

To make a counter proposal, scroll down the page and select “Make a Counter Proposal.”

<p>Please provide rationale to justify the resolution you are seeking.</p> <p>I want my card replaced</p>	<p>Please specify the reimbursement amount (\$)</p> <p>500</p> <p>Please provide rationale to justify the resolution you are seeking.</p> <p>We will reimburse the amount</p>
<p>Decision</p>	<p>Decision</p>
	<div><div>Accept Proposal</div><div>Make a Counter Proposal</div></div>

Fill out the proposal you want to submit to the business and select “Next”.

Case Status Negotiation Close the Case Request Facilitation

[« Back to Table](#)

New Proposal

* What is the resolution you are seeking? Help

☐ Delivery of the good or provision of the service

☐ Repair or maintenance of the good

☐ Replacement or exchange of the good

☒ Total or partial reimbursement of the good or service

☐ Cancellation of the contract

☐ Other

* Please specify the reimbursement amount (\$)

126.00

* Please provide rationale to justify the resolution you are seeking.

THIS IS MY COUNTER PROPOSAL.

9971 characters remaining

Next

You can review a draft of the agreement document if your proposal was to be accepted by the business. Once you have reviewed the document, select “Submit.”

Preview of the agreement

Please take time to review the following preview of the generated agreement document if your proposal were to be approved by the other party. You can still edit your proposal. Please click on the next button below the preview to finalize your proposal.

1 sur 2

RESOLVE MY CONSUMER DISPUTE Case Number: FCAA-2023-9529-6188

SETTLEMENT AGREEMENT


This Agreement made Monday, 06 February 2023

Between
Wendy Doe

(Herein after referred to as the Consumer):

Submit

Your proposal will be visible below the “Your proposal as consumer” section.



[My Case\(s\)](#)
[Contact Support](#)
[My Profile](#)
[Logout](#)

FCAA-2023-9529-6188

Case Status

Negotiation

Close the Case

Request Facilitation

Parties

Problem Description

Documents

Table of Proposals

Message Center

Actions

Negotiation

Your proposal as consumer

🕒 Date : Feb 6th, 2023 - 15:09

↔ Status : Awaiting a response from The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

Details

What is the resolution you are seeking?

Total or partial reimbursement of the good or service

Proposal of The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

🕒 Date : Feb 3rd, 2023 - 15:27

↔ Status : You rejected the proposal.

Details

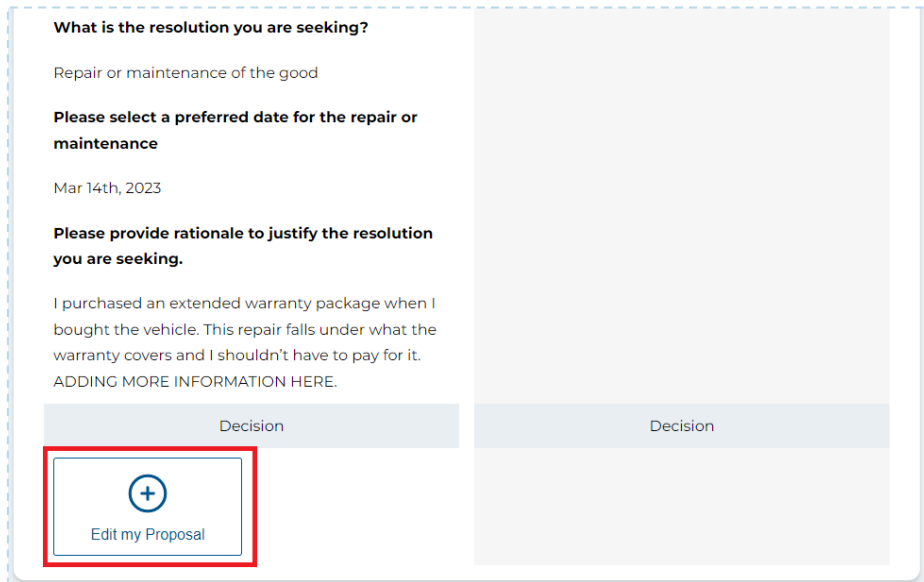
What is the resolution you are seeking?

Replacement or exchange of the good

Please select a preferred date for the replacement or exchange

5.1.3 Edit a Proposal

If you are the last party to submit a proposal, you can edit it. To edit your proposal, scroll down the page and select “Edit my Proposal.”



The screenshot shows a proposal form with the following sections:

- What is the resolution you are seeking?**
Repair or maintenance of the good
- Please select a preferred date for the repair or maintenance**
Mar 14th, 2023
- Please provide rationale to justify the resolution you are seeking.**
I purchased an extended warranty package when I bought the vehicle. This repair falls under what the warranty covers and I shouldn't have to pay for it.
ADDING MORE INFORMATION HERE.

Below the rationale section, there are two buttons labeled "Decision". The "Edit my Proposal" button, located at the bottom left of the form, is highlighted with a red rectangle. It features a blue plus icon in a circle.

Make changes to the proposal form and select “Next.”

Case Status

Negotiation

Close the Case

Request Facilitation

« Back to Table

New Proposal

* What is the resolution you are seeking?

Help

☐ Delivery of the good or provision of the service

☐ Repair or maintenance of the good

☐ Replacement or exchange of the good

☒ Total or partial reimbursement of the good or service

☐ Cancellation of the contract

☐ Other

* Please specify the reimbursement amount (\$)

126.00

* Please provide rationale to justify the resolution you are seeking.

THIS IS MY COUNTER PROPOSAL. ADDING MORE INFORMATION HERE.

9941 characters remaining

Next

You can review a draft of the agreement document if your proposal was to be accepted by the business. Once you have reviewed the document, select “Submit.”

Preview of the agreement

Please take time to review the following preview of the generated agreement document if your proposal were to be approved by the other party. You can still edit your proposal. Please click on the next button below the preview to finalize your proposal.

☰ 1 sur 2 🔍

— + ... ⚙

RESOLVE MY CONSUMER DISPUTE

Case Number: FCAA-2023-9529-6188

SETTLEMENT AGREEMENT

This Agreement made Monday, 06 February 2023

Between
Wendy Doe

(Herein after referred to as the Consumer):

Submit

Your proposal will be updated with the new information.

FCAA-2023-9529-6188

Case Status

Negotiation

Close the Case

Request Facilitation

Parties

Problem
Description

Documents

Table of Proposals

Message Center

Actions

Negotiation

Your proposal as consumer

Proposal of The Carduff Community Theatre Co-opertive Association Ltd., The Carduff Community Theatre Co-opertive Association Ltd. (Business)

🕒 Date : Feb 6th, 2023 - 15:15

🕒 Date : Feb 3rd, 2023 - 15:27

↔ Status : Awaiting a response from The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

↔ Status : You rejected the proposal.

Details

Details

What is the resolution you are seeking?

Repair or maintenance of the good

Please select a preferred date for the repair or maintenance

Mar 14th, 2023

Please provide rationale to justify the resolution you are seeking.

I purchased an extended warranty package when I bought the vehicle. This repair falls under what the warranty covers and I shouldn't have to pay for it.

ADDING MORE INFORMATION HERE.

Decision

Decision



Edit my Proposal

5.2 Table of Proposals in Mediation


5.2.2 Accept a Proposal

Select the “Table of Proposals” tab.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) mediation portal. At the top, the FCAA logo is on the left, and the user's name 'Wendy Doe' is on the right, with links for 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the header, the case number 'FCAA-2023-9529-6188' is shown. The 'Case Status' is 'Mediation', with a 'Close the Case' button. A navigation bar contains tabs: 'Parties', 'Problem Description', 'Documents', 'Table of Proposals' (highlighted with a red box), 'Message Center', and 'Actions'. The 'Mediation' section is active, showing a 'Mediator's proposal' and a 'Mediation discussion space'. The proposal details include a date of Feb 7th, 2023, at 11:57, and a status of 'Waiting for parties approval'. The mediator is 'Ron Mc Donald (Mediator)' with a timestamp of Feb 07, 2023 - 12:03. A message from the mediator says 'Hi, I updated the proposal.' Below this is a text area with 'B I U' formatting options. The proposal text asks for the resolution sought, a preferred date for repair or maintenance (Feb 28th, 2023), and a rationale. A 'Submit' button is at the bottom. A blue information box on the right states: 'Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case. Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.'

When a case is in the Mediation status, only the mediator can submit a proposal. If the mediator has submitted a proposal, you can accept the proposal or refuse the proposal in the “Mediation Discussion Space”. To accept the proposal, scroll down the page and select “Accept Proposal.”

Review the proposal and the preview of the generated agreement document. To accept the proposal, check the box and select "Accept proposal."



Shawn Cook

My Case(s)Contact SupportMy ProfileLogout

FCAA-2023-3806-6264

Case Status

Facilitation

Close the Case

[« Back to Table](#)

Accept Proposal

What is the resolution you are seeking?
Total or partial reimbursement of the pre-paid card

Please specify the reimbursement amount (\$)
500.00

Please provide rationale to justify the resolution you are seeking.
We will reimburse the amount

1 sur 2

RESOLVE MY CONSUMER DISPUTE

Case Number: FCAA-2023-9529-6188

SETTLEMENT AGREEMENT

This Agreement made Tuesday, 07 February 2023

Between
Wendy Doe

(Herein after referred to as the Consumer):

* If the proposal is accepted, you will be bound by the terms and details in the proposal.

☐ By checking this box, I acknowledge that this is equivalent to an electronic signature and that I have read, verified and accepted all elements.

Accept proposal

Cancel

For the case to be closed, both you and the business must have agreed to the mediator's proposal.

Parties

Problem Description

Documents

Table of Proposals

Message Center

Mediation

Mediator's proposal

🕒 Date : Feb 7th, 2023 - 11:57

↔ Status : Waiting for parties approval.

Details

What is the resolution you are seeking?

Repair or maintenance of the good

Please select a preferred date for the repair or maintenance

Feb 28th, 2023

Please provide rationale to justify the resolution you are seeking.

Submit

B

I

U

Decision

Wendy Doe (Consumer) accepted the proposal on Feb 7th, 2023 - 13:42

Mediation discussion space

Ron Mc Donald (Mediator)

Feb 07, 2023 - 12:03

Hi, I updated the proposal.

Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

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5.2.3 Refuse a Proposal

Go to the “Table of Proposals” tab.

FCAA-2023-9529-6188

Case Status Mediation Close the Case

Parties

Problem Description

Documents

Table of Proposals

Message Center

Mediator's proposal

🕒 Date : Feb 7th, 2023 - 13:47

↔ Status : Waiting for parties approval.

Details

What is the resolution you are seeking?

Replacement or exchange of the good

Please select a preferred date for the replacement or exchange

Feb 22nd, 2023

Mediation discussion space

Ron Mc Donald (Mediator)

Feb 07, 2023 - 12:03

Hi, I updated the proposal.

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

Feb 07, 2023 - 13:44

Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

If you do not agree with the proposal submitted by the business, you can let the parties know in the “Mediation discussion space” on the right of the page.

Parties

Problem Description

Documents

Table of Proposals

Message Center

Mediator's proposal

🕒 Date : Feb 7th, 2023 - 13:47

↔ Status : Waiting for parties approval.

Details

What is the resolution you are seeking?

Replacement or exchange of the good

Please select a preferred date for the replacement or exchange

Feb 22nd, 2023

Mediation discussion space

Ron Mc Donald (Mediator)

Feb 07, 2023 - 12:03

Hi, I updated the proposal.

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)


Feb 07, 2023 - 13:44

Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

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Type your message and select “Submit.” This message will be sent to the mediator and the business.



Wendy Doe

[My Case\(s\)](#) [Contact Support](#) [My Profile](#) [Logout](#)

FCAA-2023-9529-6188

Case Status Mediation Close the Case

Parties

Problem Description

Documents

Table of Proposals

Message Center

Mediation

Mediator's proposal

🕒 Date : Feb 7th, 2023 - 13:47

↔ Status : Waiting for parties approval.

Details

What is the resolution you are seeking?

Replacement or exchange of the good

Please select a preferred date for the replacement or exchange

Feb 22nd, 2023

Mediation discussion space

Hi, I updated the proposal.

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business)

Feb 07, 2023 - 13:44

Hi, I disagree with the proposal because.....

Your mediation request has been approved. In order to lead an informed mediation process, your mediator will have access to your message center for this case. Please check your personal email (including your spam folder) frequently or you may login to this site for any updates on your case.

Mediation is a cooperative approach to solving disputes. It involves a neutral third-party, called a mediator. The mediator does not impose a resolution. The mediator helps parties reach an agreement by identifying issues, exploring possible options for an agreement and analyzing the consequences of not reaching an agreement.

Please provide rationale to justify the resolution you are seeking.

Lorem Ipsum, Ipsum Lorem.

Decision

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Association Ltd. (Business) accepted the proposal on Feb 7th, 2023 - 13:51

✓

Accept Proposal

Ron Mc Donald (Mediator)

Feb 07, 2023 - 13:48

Hi, I updated the proposal.

B I U

I disagree with the proposal because....

Submit

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<p>What is the resolution you are seeking?</p> <p>Total or partial reimbursement of the good or service</p> <div></div> <p>Please specify the reimbursement amount (\$)</p> <p>126</p> <p>Please provide rationale to justify the resolution you are seeking.</p> <p>THIS IS MY COUNTER PROPOSAL. ADDING MORE INFORMATION HERE.</p> <div>Decision</div> <div><div>+</div><div>Edit my Proposal</div></div>	<p>What is the resolution you are seeking?</p> <p>Replacement or exchange of the good</p> <p>Please select a preferred date for the replacement or exchange</p> <p>Feb 15th, 2023</p> <div></div> <p>Please provide rationale to justify the resolution you are seeking.</p> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est UPDATED INFORMATION</p> <div>Decision</div> <div></div>
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History of Proposals

View

You will see all the proposals that have been submitted in the case. The most recent proposal appears first.

FCAA-2023-9529-6188

Case Status
Negotiation
Close the Case
Request Facilitation

« Back

The most recent proposal appears first.

Wendy Doe (Consumer) edited their proposal.

Submitted Date : Feb 6th, 2023 - 15:15

Submitted By : Wendy Doe (Consumer)

Display Proposal

Wendy Doe (Consumer) made a counter-proposal.


Submitted Date : Feb 6th, 2023 - 15:09

Submitted By : Wendy Doe (Consumer)

Status : Cancelled because the party edited their proposal.

Display Proposal

To see the proposal details, select “Display Proposal.”


FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Wendy Doe

My Case(s)
Contact Support
My Profile
Logout

FCAA-2023-9529-6188

Case Status
Negotiation
Close the Case
Request Facilitation

« Back

The most recent proposal appears first.

Wendy Doe (Consumer) edited their proposal.

Submitted Date : Feb 6th, 2023 - 15:15

Submitted By : Wendy Doe (Consumer)

Display Proposal

6. MESSAGE CENTER

The Message Center allows you to create discussions to communicate with one or multiple parties in the case.

6.1 Start a Chat

Select the “Message Center” tab and select “Start a Chat.”

FCAA
FINANCIAL AND CONSUMER AFFAIRS AUTHORITY

Wendy Doe
My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status: Negotiation Close the Case Request Facilitation

Parties Problem Description Documents Table of Proposals **Message Center** Actions

Please click on a chat below to view the messages.

Message Center


Start a Chat

Subject: Discussion on the proposal
Participants: Wendy Doe, Facilitator parties, The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd., Mediator parties 3
Feb 03, 2023 - 16:04

Subject: Introduction
Participants: Facilitator parties, Wendy Doe, Mediator parties, The Carnduff Community Theatre Co-operative Association Ltd., The Carnduff Community Theatre Co-operative Association Ltd. 1
Feb 03, 2023 - 15:44

Enter a subject and a message and select “Submit.” If the case status is “Negotiation,” you can only send a message to the business. But if the case status is

“Facilitation,” you can send a message to the business, the facilitator or both. Note that if the case proceeds to facilitation and mediation, the facilitator and the mediator will have access to all conversations.



Wendy Doe

[My Case\(s\)](#) [Contact Support](#) [My Profile](#) [Logout](#)

FCAA-2023-9529-6188

Case Status

Negotiation

Close the Case

Request Facilitation

[« Back to Message Center](#)

Start a Chat

* Subject

Question

* Participants. Select who you would like to send a message to:

The Carnduff Community Theatre Co-opertive Association Ltd., The Carnduff Community Theatre Co-opertive Associatio... | v

Note: If this case proceeds to facilitation, the assigned Facilitator will have access to this conversation.

Note: If this case proceeds to mediation, the assigned Mediator will have access to this conversation.

Message

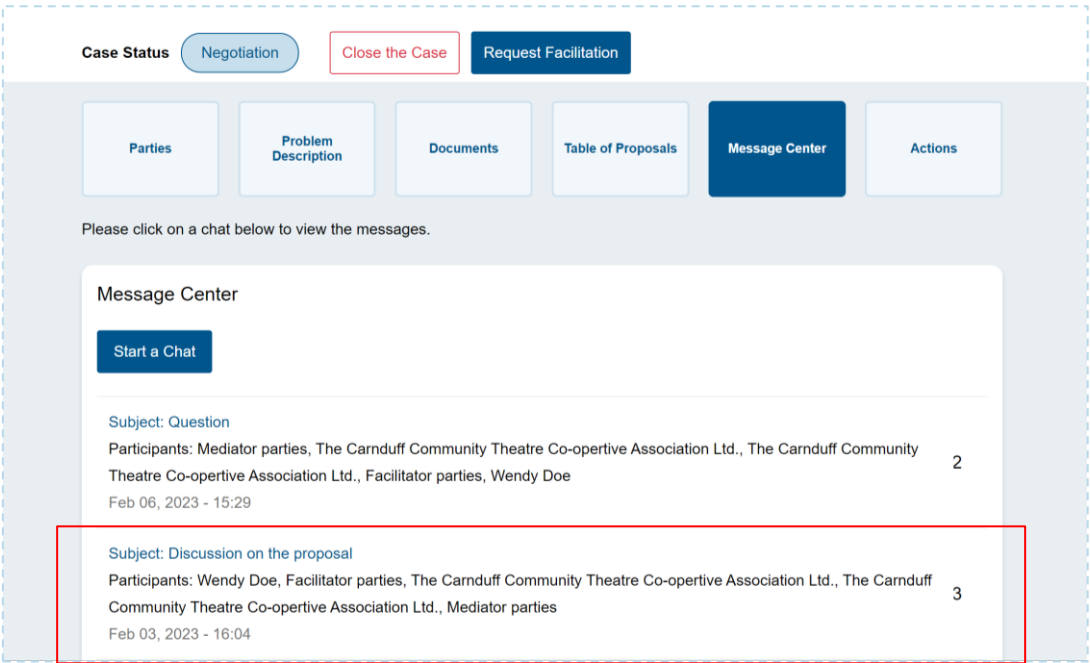
B I U

Hi, I have a question on the proposal you submitted.

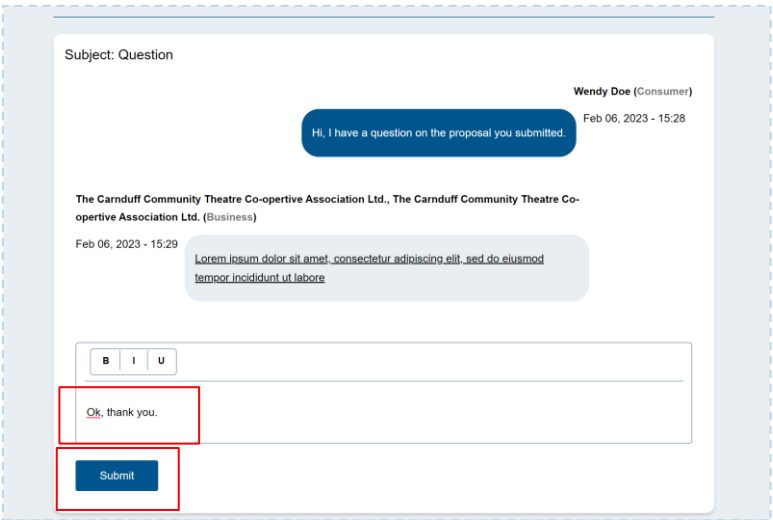
Submit

6.2 Reply to a Message

To respond to a message, select the “Message Center” tab and select the conversation you want to respond to.



Type your answer and select “Submit.”



7 ACTIONS

7.1 Close the Case

To close your case, select “Close the Case” next to the Case Status.

The screenshot displays the FCAA (Financial and Consumer Affairs Authority) user interface. At the top left is the FCAA logo. To the right, the user's name 'Wendy Doe' is shown, along with navigation links: 'My Case(s)', 'Contact Support', 'My Profile', and 'Logout'. Below the logo, the case number 'FCAA-2023-9529-6188' is displayed. Underneath the case number, the 'Case Status' section contains three buttons: 'Negotiation' (light blue), 'Close the Case' (light red, highlighted with a red border), and 'Request Facilitation' (dark blue). Below the status buttons is a horizontal menu with six tabs: 'Parties' (dark blue), 'Problem Description' (light blue), 'Documents' (light blue), 'Table of Proposals' (light blue), 'Message Center' (light blue), and 'Actions' (light blue). The 'Parties' tab is currently selected, showing a 'Consumer' section with a list of details: Party name (Wendy Doe), Address (1417 Butterfield Crescent, Saskatoon, Saskatchewan H3V 2W3), Main Phone Number (306-530-1872), Mobile Phone Number (514-514-5114), and E-mail (gos-fcaa-qa-wendy-doe@mailinator.com).

Select the reason why you want to close your case.

CAA-2023-9529-6188

Case Status

Close the Case

- If you choose to withdraw your case, it will be closed, and you will not be able to reopen your case. You may wish to download a summary package of the steps taken before you close your case.
- Should the problem persist, you will be required to open a new case.
- You may want to obtain independent legal advice to determine what other options may be available to you. Please see the Law Society of Saskatchewan's legal directory found here: <https://www.lawsociety.sk.ca/for-the-public/finding-legal-assistance-saskatchewan/>

* Reason for closure

Select...

I no longer want to pursue the complaint

I have settled with the supplier outside of this system

I have initiated legal proceedings

I am withdrawing due to abusive behaviour from the supplier

Other

Select "Confirm Closure of the Case."

FCAA-2023-9529-6188

Case Status

Close the Case

- If you choose to withdraw your case, it will be closed, and you will not be able to reopen your case. You may wish to download a summary package of the steps taken before you close your case.
- Should the problem persist, you will be required to open a new case.
- You may want to obtain independent legal advice to determine what other options may be available to you. Please see the Law Society of Saskatchewan's legal directory found here: <https://www.lawsociety.sk.ca/for-the-public/finding-legal-assistance-saskatchewan/>

* Reason for closure

I have settled with the supplier outside of this system

Confirm Closure of the Case

7.2 Report Abuse

To report abusive behavior by the business, select the “Actions” tab and select “Report abuse.”

The screenshot shows the FCAA (Financial and Consumer Affairs Authority) case management interface. At the top left is the FCAA logo. At the top right, the user is logged in as "Wendy Doe" with links for "My Case(s)", "Contact Support", "My Profile", and "Logout". The case number "FCAA-2023-9529-6188" is displayed. Below the case number, there are three buttons: "Negotiation" (highlighted in blue), "Close the Case" (in red), and "Request Facilitation" (in blue). A row of six tabs is shown: "Parties", "Problem Description", "Documents", "Table of Proposals", "Message Center", and "Actions" (highlighted with a red box). Below the tabs, under the heading "Available actions", there is a card for "Report abuse" with the description "Report abusive behavior by the business". A blue "Report abuse" button is highlighted with a red box. A "Previous" button is located at the bottom right of the card area.

Fill out the form and select “Submit.”

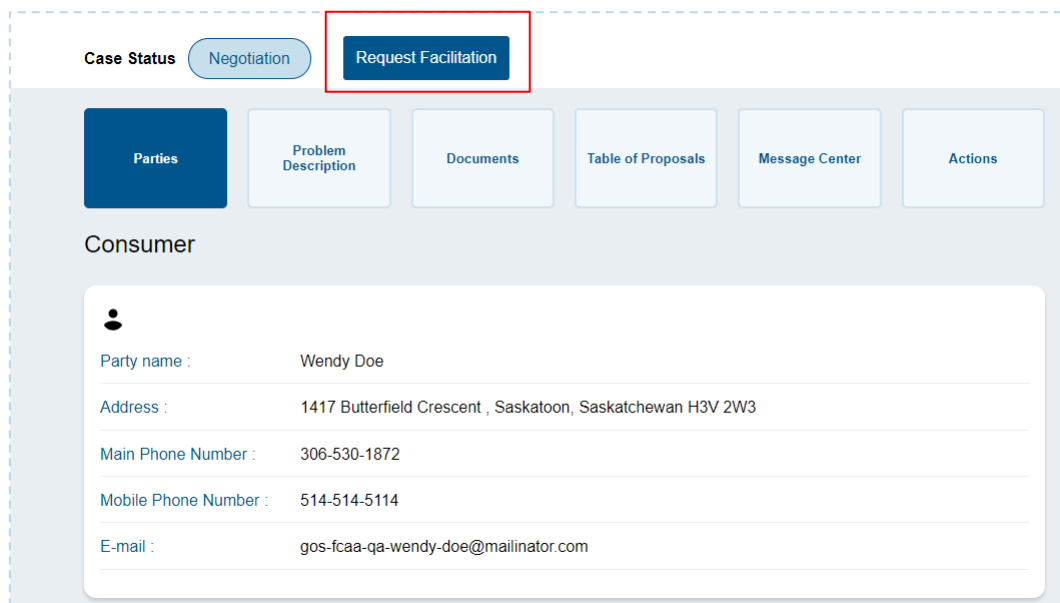
The screenshot shows the "Report abuse" form. It has a title "Report abuse" and a section for "Explanation". The explanation text area contains the text "The business representative is using intimidating tactics". Below the text area, it says "9942 characters remaining". At the bottom of the form, there are two buttons: "Submit" (highlighted with a red box) and "Cancel".

The report will be sent to the FCAA and a facilitator will be assigned to the case.

7.3 Request Facilitation

Once a proposal and counter proposal have been submitted in the case, the option to “Request Facilitation” becomes available. This feature will allow a facilitator to assist with the case.

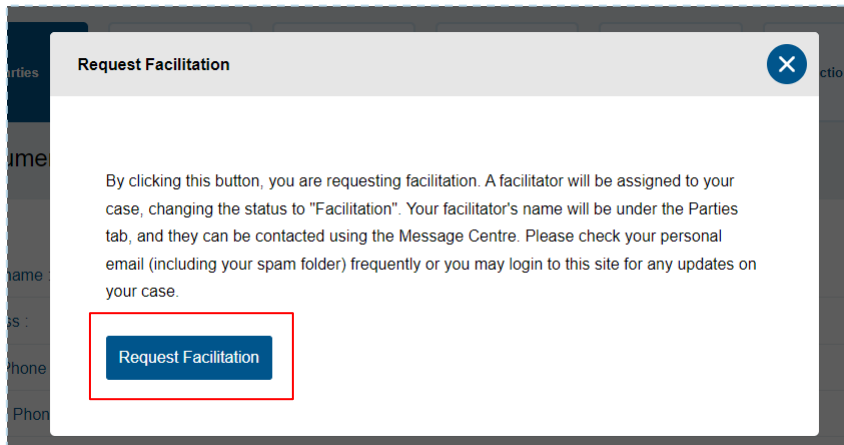
To request facilitation, select “Request Facilitation” at the top of your case next to the case status.



The screenshot displays a web interface for case management. At the top, there is a 'Case Status' section with two buttons: 'Negotiation' and 'Request Facilitation'. The 'Request Facilitation' button is highlighted with a red rectangular box. Below this, there is a row of six buttons: 'Parties', 'Problem Description', 'Documents', 'Table of Proposals', 'Message Center', and 'Actions'. The 'Parties' button is dark blue, while the others are light blue. Below these buttons, the 'Consumer' section is visible, containing a white card with a person icon and the following details:

Party name :	Wendy Doe
Address :	1417 Butterfield Crescent , Saskatoon, Saskatchewan H3V 2W3
Main Phone Number :	306-530-1872
Mobile Phone Number :	514-514-5114
E-mail :	gos-fcaa-qa-wendy-doe@mailinator.com

Select “Request Facilitation.”

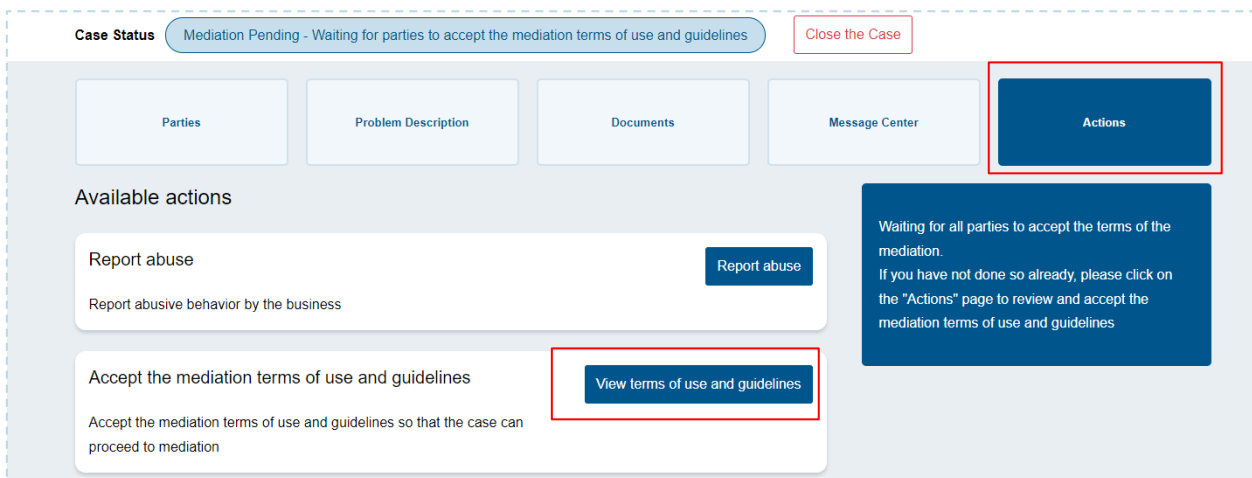


The case will be assigned a facilitator.


7.4 Accept Mediation Terms of Use and Guidelines.

If your case is eligible for mediation, you will be asked to accept the mediation terms of use and guidelines. Before the case can proceed to mediation, both the consumer and the business must agree to the mediation terms of use and guidelines.

Go to the "Actions" tab and select "View terms of use and guidelines."



Scroll down the page to read the terms of use and guidelines for mediation.



Wendy Doe

My Case(s) Contact Support My Profile Logout

FCAA-2023-9529-6188

Case Status Mediation Pending - Waiting for parties to accept the mediation terms of use and guidelines Close the Case

[« Back to all actions](#)

Terms of Use & Guidelines for Mediation

- 1. THE ROLE OF THE MEDIATOR** - It is understood that mediation is an agreement reaching process in which an independent Mediator assists the parties in achieving an acceptable solution to their dispute. The Mediator will lead and manage discussion. The Mediator will remain impartial without making decisions or judgements. **The Mediator's role is to assist each party equally and help the parties reach their own agreement.**
- 2. CONDUCT OF MEDIATION** - Mediation will be conducted through use of the Online Dispute Resolution
- 3. IMPARTIALITY** - The Mediator shall remain impartial and not act as an advocate for either party.
- 4. CONFIDENTIALITY** – All communication and documentation used in the mediation process (including all communication provided electronically, by phone, or any other form of correspondence) shall be treated by all parties as strictly confidential and will not be admissible in any other proceedings. Screenshots, photographs, audio and/or video recording of any kind is strictly prohibited during the mediation process.

Waiting for all parties to accept the terms of the mediation.
If you have not done so already, please click on the "Actions" page to review and accept the mediation terms of use and guidelines

5. **EVIDENCE NOT ADMISSIBLE** The parties further agree not to use any evidence directly arising from anything said in the course of mediation, any evidence of anything said in the course of mediation, or any evidence of an admission or communication made in the course of mediation as evidence in any further.
6. **MEDIATOR NOT LIABLE** – no action lies or shall be commenced against the mediator for any loss or damage suffered by a person by reason of anything in good faith done, caused, permitted or authorized to be done, attempted to be done or omitted to be done by the mediator as part of the online dispute resolution process.
7. **FULL DISCLOSURE** - Each party agrees to fully and honestly disclose to the Mediator all information that may be requested by the Mediator to aid in the resolution of the issues.
8. **GOOD FAITH AND CONDUCT OF PARTIES** -
1. It is expected that all parties in mediation shall act in good faith and participate directly and sincerely in negotiations.
 2. Parties are not to submit any evidence or information they know is false, and must not be dishonest or misrepresent facts.
 3. Parties are to try their best to meet deadlines provided by the mediator, or to communicate as soon as they can if more time is needed.
 4. Parties shall always communicate courteously and respectfully to other parties, and the mediator.
9. **LEGAL AND TAX REVIEW** - Under no conditions will the Mediator provide advice on legal or tax matters. All parties acknowledge that they have been advised to obtain independent legal and tax advice during mediation and prior to signing any settlement agreement.
10. **SCOPE AND TIME FRAME** - The scope and time frame of the mediation process, including time to respond and accept/reject offers and counteroffers will be established by the Mediator during in the mediation process.

To agree to participate in mediation, select “I accept the above mediation terms of use and guidelines” and select “Submit”. If you do not want to move forward with mediation, select the “Message center” tab (see section 6) to let the business and facilitator know you do not want to participate in mediation.

11. **ENDING MEDIATION** - Mediation shall continue until the parties reach an agreement or:
1. The Mediator believes the matter is no longer appropriate for mediation; or
 2. Either party, after making good faith effort in participating, wishes to end mediation and proceed to have the matters between the parties resolved by the court.

☐ I accept the above mediation terms of use and guidelines

Submit

Cancel