



Summary Report – Reportable Complaint Consumer Provision

Date complaint received (dd/mm/yyyy):			
A. Parties involved in the complaint			
Financial institution: Include branch address where appropriate		Complainant: Name, address, telephone number and e-mail address	
B. Reportable complaint			
Consumer provision			
Summary of the complaint			
Description of the current status of the complaint (compliance issue resolved or under review)			
C. Compliance conclusion			
Description of how the requirement under review has been met, if the FRFE determines that it has complied with its consumer obligations.			
(FCAC may request supporting documents.)			
Measures proposed to rectify the situation, if a compliance issue is identified.			
I, _____, attest that based on my knowledge, the information included in this report, does not contain any untrue statement, omission, or material misrepresentations.			
Date:			