

Subject : Finance Consultation on External Complaint bodies

Attention : [REDACTED]

I only heard of the consultation by chance. I welcome the opportunity to submit comments on External Complaint Bodies (ECB). An independent ECB is a powerful way to address the imbalance in power and knowledge between an unsophisticated consumer and a Big Bank.

The best way to respond to the questions posed is with questions :

Why would any Reasonable person waste their time with a complaint handling body that cannot make a definitive decision?

Why would a reasonable person want to file a complaint with a complaint handling body that has been handpicked by a bank ?

Why would a reasonable person utilize a complaint handling service whose mandate includes making a profit ?

Why should Canadians be exposed to such a pro- bank complaint handling system?

I agree to public posting of this Comment letter.

Art Ross