

Department of Finance (Canada)  
Ottawa, ON

VIA FAX

February 28, 2014

ATTENTION: Jane Pearse

CBC radio announced on the radio yesterday that the Department of Finance was accepting comments from the citizens of Canada with regards to a code of conduct for the banks in our country.

The only method offered to make comments was the internet. I have a problem with that right off the bat as I do not own a computer. I also feel like a second class citizen for not having a computer, credit cards that I can use, etc.

1. Please include in the code of conduct a consideration for people with low financial resources. People who are having difficulties providing the basic necessities of life. For example:
  - a. waiving banking fees for people with low incomes.
  - b. allowing paycheques, ie. CPP or other disability income to be turned into cash at any bank, (no fees)
  - c. Compelling Governments not to force their citizens into direct deposit agreements, ie. the Quebec solidarity tax credit scheme.
2. Clamp down on Predatory Lending.
  - a. offering lines of credit with no questions asked.
  - b. Customers who through no fault of their own end up in financial difficulty should not be forced to pay exorbitant interest rates by unscrupulous lenders.
  - c. they should at all times be able to consolidate debt that they were legitimately entitled to into a lower interest repayment schedule without having to arrange it through a bankruptcy agency.
  - d. in this regard banks can be and are "HIGH HANDED".
3. Student Predatory lending is rampant.
  - a. Denying students their entitlement to a bursary under the National Student loans and bursary Program in order to substitute a loan with added interest on it.
  - b. The Province of Quebec doesn't follow its own rules and the banks or caisse are complicit with the Province by blaming one another or "passing the buck" or should I say not passing the buck to the student.
4. Tying Mortgages to insurance policies.
  - a. How will this work for the sick or disabled if they cannot qualify for the insurance?
  - b. Will they lose their homes at the next renewal?
  - c. Will they not be able to own their own homes?
  - d. Will it not just make the rich and healthy more rich?

Thank you for your attention to my comments. If you have any concerns or questions please feel free to call and ask.

Yours truly,