

Thank you for contacting the BC Financial Services Authority (BCFSA). Your complaint is important to us as it might be the first indicator of potential market misconduct. We carefully consider each complaint and may take action where a breach of the *Mortgage Brokers Act* has been identified. We may also refer complaints to other regulatory bodies when appropriate. Please note, not all complaints result in an investigation or a public sanction. Once an investigation is complete, we will respond to your inquiry.

**INSTRUCTIONS**

1. Please all include supporting documents
2. If you require additional space, please attach a separate sheet to this form.
3. Upon completion, please email this form and all attachments to:  
 Email: [BrokerConduct@bcfsa.ca](mailto:BrokerConduct@bcfsa.ca)  
 BC Financial Services Authority  
 2800 - 555 West Hastings Street  
 Vancouver, BC V6B 4N6  
 Ph: 604-660-3555 / Fax: 604-660-3365  
 Web: <https://bcfsa.ca/>

***Freedom of Information and Protection of Privacy Act (FOIPPA)***  
 The information requested on this form is collected under the authority of section 26(c) of the *Freedom of Information and Protection of Privacy Act*. The information is collected for the purpose of processing, investigating, and responding to your complaint. Complaints are treated as confidential and maintained as such, subject to enforcement proceedings and the *Freedom of Information and Protection of Privacy Act*. If you have any questions about the collection or use of this information, please contact the Privacy Officer at 604-660-3555, 2800 - 555 West Hastings Street, Vancouver, BC, V6B 4N6.

**PART 1 – YOUR INFORMATION**

a. Full Legal Name \_\_\_\_\_

b. Mailing Address (Street Number, City, Province, Postal Code) \_\_\_\_\_

c. Phone Number _____	d. Secondary Phone Number _____
e. Email Address _____	f. Preferred method of contact <input type="checkbox"/> Phone <input type="checkbox"/> Email

g. You are the:       Borrower       Industry Member      Describe  
                           Lender             Other

**PART 2 – SHARING OF PERSONAL INFORMATION**

I consent to the disclosure of my personal information which is provided by me in connection with this complaint to the subject of my complaint, their brokerage (if any), and public bodies, law enforcement agencies, or governing body of professions or occupations.     Yes     No

If you do not wish your personal information to be shared, please provide reasons

Please note that the office of the Registrar of Mortgage Brokers is subject to the disclosure and protection provisions of the *Freedom of Information and Protection of Privacy Act* and this form constitutes a record under that legislation.

**PART 3 – SUBJECT OF THE COMPLAINT**

a. Name of Individual \_\_\_\_\_

b. Name of Mortgage Broker \_\_\_\_\_

c. Mailing Address (Street Number, City, Province, Postal Code) \_\_\_\_\_

d. Phone Number _____	e. Secondary Phone Number _____
f. Email Address _____	g. Web Address _____

h. Address of Property(ies) \_\_\_\_\_

**PART 4 – WHAT IS THE COMPLAINT ABOUT?**

Please briefly describe your complaint(s) in a few sentences. What wrongdoing is alleged?

**PART 5 – COMPLAINT DETAILS**

Please provide details of the complaint including dates as available. Include key meetings, communications (phone, e-mail, in person), other parties involved, key decisions, document exchanges, activity location, and other information that will help us understand and evaluate your complaint.

DATE	EVENT

**PART 6 – SUPPORTING DOCUMENTS**

Please list the key documents you are providing to support the complaint (e.g. mortgage application form, mortgage documents, disclosure documents, conflict of interest disclosures, cheques, and any correspondence you might have). Please provide us with copies of those documents and retain originals for your own records at this time however they may be required later for completion of an investigation.


**PART 7 – OTHER PARTIES**

Please provide information about other individuals/parties who can provide information in relation to your complaint.

<b>Name:</b>	<b>Contact Information (phone/email)</b>	<b>Name:</b>	<b>Contact Information (phone/email)</b>

**PART 8 – OTHER ACTIONS YOU HAVE TAKEN**

Have you made a complaint with other regulatory agencies, law enforcement authorities or industry groups?  Yes  No

If yes, please provide details (e.g. agency/group, status of complaint, key dates, etc.).

**Please provide supporting documents.**

Are you involved in legal action related to issues raised in your complaint?  Yes  No

Details (e.g. type of legal action, parties, status, key dates, etc.).

Please provide supporting documents as relevant. We encourage you to consult your legal counsel beforehand.