

# Complaints Report

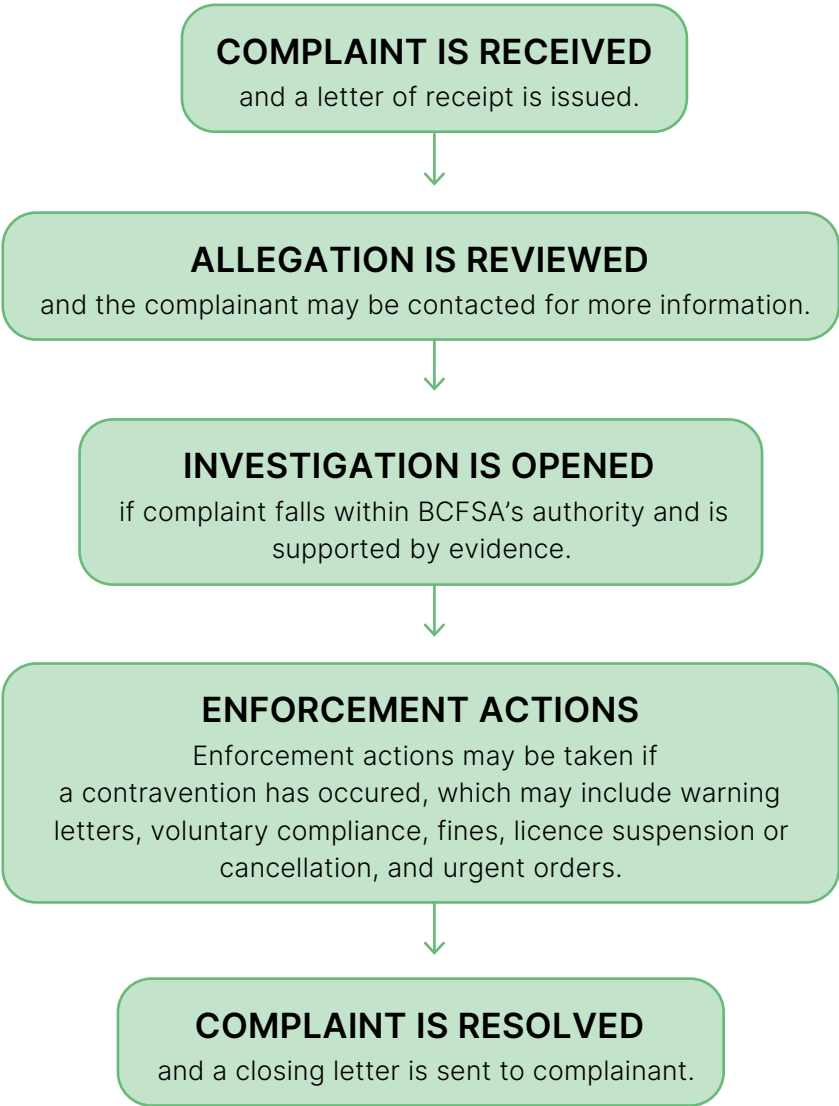
## Key Highlights

In a thriving financial services sector, public confidence is essential. That’s why BCFSA has released its second annual Consumer Complaints and Investigations Report covering the period from April 1, 2024 to March 31, 2025. The report promotes transparency, supports consumer education, and shares outcomes of complaints and investigations across B.C.’s financial services landscape.

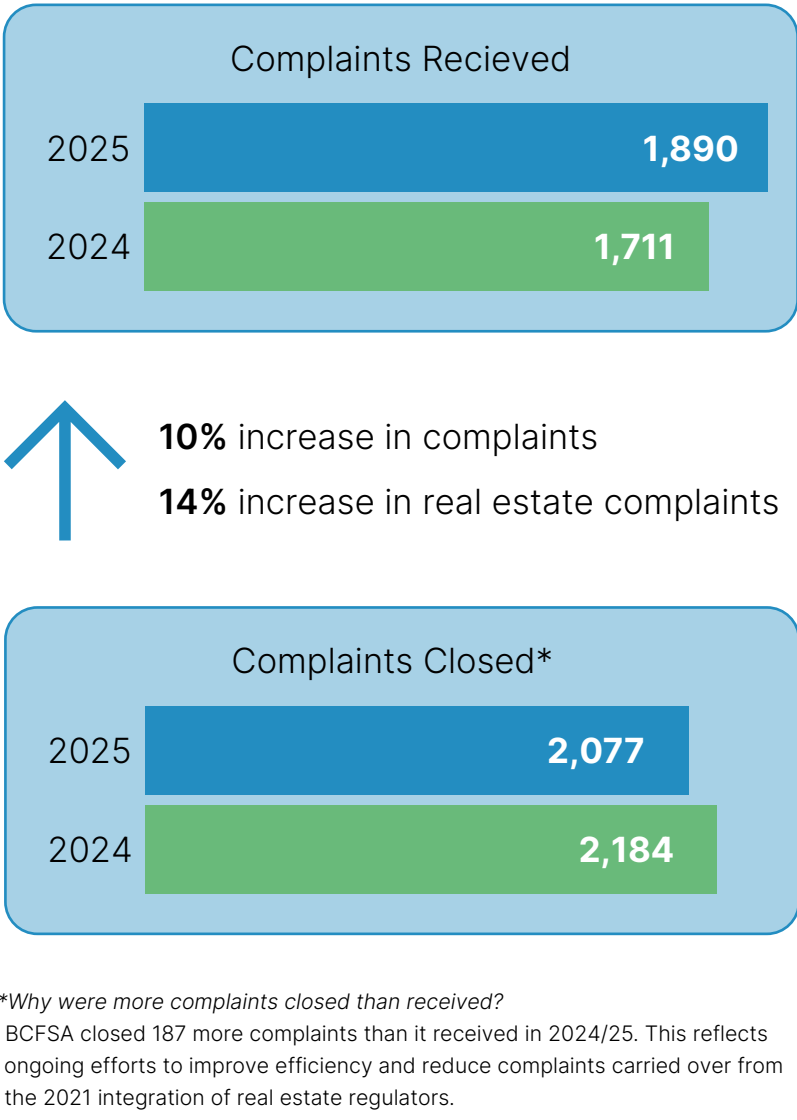
### 01 What is a Complaint?

A complaint is an allegation of a breach of law, code of conduct, or public commitment that BCFSA may investigate. BCFSA also receives, monitors, or refers complaints that may fall outside of its regulatory jurisdiction.

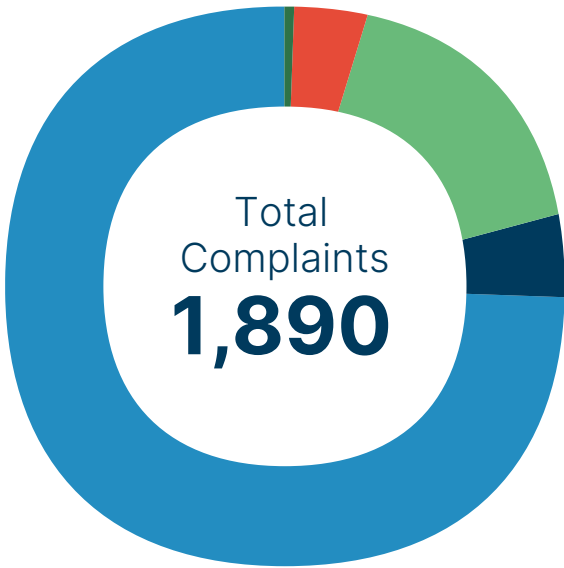
### 02 Complaints Process



### 03 Year-Over-Year Changes (2024-25)



### 04 Complaints by the Numbers



### 05 Segment Snapshots

REAL ESTATE SERVICES 1,403 Complaints		
★ <b>Top Complaint Theme:</b> Misrepresentation	💰 <b>76 files resolved</b> with monetary penalties	🔨 <b>22 Orders</b> <b>65 Administrative Penalties</b>

MORTGAGE SERVICES 93 Complaints	INSURANCE COMPANIES 301 Complaints	CREDIT UNIONS 82 Complaints
★ <b>Top Complaint Theme:</b> Market Conduct	★ <b>Top Complaint Theme:</b> Dissatisfaction with insurance claim decisions/settlements	★ <b>Top Complaint Theme:</b> Dissatisfaction with quality of services received or decisions made by credit union
💰 <b>9 Files Resolved</b> with monetary penalties	<b>Most complaints related</b> to personal property or home warranty insurance products	<b>Most complaints about</b> chequing/savings accounts or mortgages/personal loans
<b>TRUST COMPANIES</b> 11 Complaints	💰 <b>\$200K collected</b> in lieu of administrative penalties	🛡️ <b>No formal/informal enforcement actions</b>
★ <b>Top Complaint Theme:</b> Investment management of assets services	<b>10 voluntary</b> compliance agreements	💬 <b>Launched a new complaints follow-up process</b>
🛡️ <b>No enforcement actions taken</b>		