



Thank you for contacting the Financial Institutions Commissions of BC (FICOM). 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.

If you require additional space please attach a separate sheet to this form.

Section 1: Your Information

a) Full Legal Name: []
b) Mailing Address []
c) Phone Number (1): [] d) Phone Number (2): []
e) Email Address: [] f) Preferred method of contact: Phone Email
g) You are the: Borrower Industry Member Describe: []
Lender Other Describe: []

Section 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.

Section 3: Subject of the Complaint

a) Name of Individual: []
b) Name of Mortgage Broker: []
c) Mailing Address []
d) Phone Number (1): [] e) Phone Number (2): []
f) Email Address: [] g) Web Address: []
h) Address of Property(ies) []

Section 4: What is the Complaint About?

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

Section 5: Complaint Details

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

| Date | Event |
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Section 6: Supporting Documentation

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.

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Section 7: Other Parties

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

| Name: | Contact Information (phone/email) | Name: | Contact Information (phone/email) |
|-------|--------------------------------------|-------|--------------------------------------|
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Section 8: Other Actions You have Taken

Have you made a complaint with other regulatory agencies, law enforcement authorities, or industry groups?

YES NO

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

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Please include supporting documents.

Are you involved in legal action related to issues raised in your complaint?

YES NO

Please provide details (e.g. type of legal action, parties, status, key dates, etc.)

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Please include supporting documents. We encourage you to consult your legal counsel beforehand.

Email completed form and supporting documents to:
BrokerConduct@ficombc.ca

Financial Institutions Commission
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Vancouver BC, V6B 4N6
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www.fic.gov.bc.ca