



Complaint Resolution Form

Biggar & District Credit Union's main focus is member satisfaction. We pride ourselves on providing exceptional products, service and resources for our membership. If for any reason you are not satisfied, we encourage you to contact us with any suggestions or concerns you might have. To help make sure your complaints are handled correctly and efficiently, we support a two step complaint handling process for members. **Step 1**, firstly please contact us, give us a chance to resolve the issues. If for any reason you are still not satisfied, you can escalate your complaint. **Step 2**, contact our external Ombudsman, see below for contact information.

Step 1: Contact our Internal Ombudsman. An Internal Ombudsman is a manager that has been appointed to investigate member complaints and help settle disputes between a member and the Biggar & District Credit Union.

To start the process we need to gather some information:

Member Info:

Name: _____

Mailing Address: _____ City/Town: _____ Prov.: _____

Postal Code: _____ Phone: _____

Email: _____

Contact preference: phone email mail

Complaint Involves:

Biggar Branch Landis Branch Perdue Branch All Branches

Other: _____

Complaint Info:

Member Concern is in regards to:

Account Loan/Mortgage Credit Card Debit Card Estate

Privacy Issue Statement Quality of Service Online Banking/App

Other (please specify): _____

Additional Details:

Please attach copies of your account statements and/or financial agreement (if applicable) and any copies of correspondence or other material that may be of assistance. Please remember – you should not submit originals when you are filing a complaint.

How would you like us to rectify the situation, what is your proposed solution?

Authorization:

By signing below, I authorize the Biggar and District Credit Unions Internal Ombudsman to investigate the outlined complaint on my behalf, I consent to the collection, use and disclosure of my personal information for this purpose. I also understand that the credit union has 90 days to investigate to try to provide a solution.

Signature

Date

Please return your completed, signed form to:

Biggar and District Credit Union Attn: Internal Ombudsman

Manager of Technology - Shantelle Downton

PO Box 670 Biggar, SK S0K 0M0

Phone: 306-948-3352

Email: InternalOmbudsman@biggarcu.ca

To find out more information about our Resolving Problems process and Internal Ombudsman go to www.biggarcu.ca



Step 2: External Ombudsman

OBSI - Ombudsman For Banking Services and Investments

Phone: 1 (888) 451-4519

Email: ombudsman@obsi.ca.

<https://consumerportal.obsi.ca/public/inquiries>