

COMPLAINT RESOLUTION FORM

Procedure 2000: Appendix 3

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 twostep 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 regarding:

☐Account ☐Loan/Mortgage ☐Credit Card ☐Debit Card ☐Estate
☐Privacy Issue ☐Statement ☐Quality of Service ☐Online Banking/App
 Other (please specify): Click or tap here to enter text.

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 30 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](mailto:InternalOmbudsman@biggarcu.ca)

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



OBSI OMBUDSMAN FOR BANKING
SERVICES AND INVESTMENTS



Step 2: External Ombudsman

OBSI - Ombudsman for Banking Services and Investments
Phone: 1 (888) 451-4519
[Email: ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)
<https://consumerportal.obsi.ca/public/inquiries>