

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: Jame:				
Mailing Address:		City/Town:		Prov:
ostal Code:	Phon	ne:		
Email:				
Contact preference:	\Box phone \Box ema	il □mail		
Complaint Involve	s:			
☐Biggar Branch	□Landis Bran	ch Perdue Branch	☐ All Branches	
Other:				
Complaint Info:				
Tember Concern is	regarding.			
□ Account	•	☐ Credit Card	☐Debit Card	□Estate
□Privacy Issue		☐Quality of Service	□Online Banking/App	
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1122 15 41	•			
Additional Details:				

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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.

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	Signature:	_ Date:	-				

Please return your completed, signed form to:

Biggar and District Credit Union Attn: Internal Ombudsman

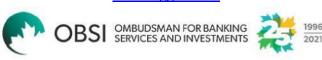
Manager of Technology - Shantelle Downton

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