



Reportable Compliance Issue (RCI)

**Filing
requirement**

Link: [FCAC's Mandatory Reporting Guide](#)

Regulated Entities (REs) must submit any reportable compliance issue within 60 days of the compliance issue being reported to their compliance division.

Instructions

Please ensure you are using the latest version of this form found on FCAC's website at the following link: [Mandatory reporting by regulated entities](#)

Please complete and submit this form electronically. Do not submit a scanned copy.

This form contains two sections:

Summary Report

The Summary Report should describe the issue including its context, any internal or external systems involved, relevant third parties, and any other details pertinent to the issue.

Detailed Report

The Detailed Report should include the specifics about the market conduct obligation breach, including the scope, impact, and details of remediation efforts.

Regulated entities are expected to complete a separate Detailed Report **for each breach**. If the issue has resulted in multiple market conduct obligation breaches, the 'Add Breach' button at the top of the Detailed Report will generate a new blank form within this document. Pages cannot be deleted once added.

Information provided in this form should be as complete and as up-to-date as possible at the time of filing. Any subsequent corrections or updates to information included in this form should reference the applicable breach.

**Additional
documents**

In addition to this form, please provide any supporting documentation that would illustrate or explain the breach, or that further details the corrective measures undertaken or planned to be undertaken (e.g., action plans, implementation schedules, remediation plans).

The supporting documents should clearly identify the breach they are addressing.

**FCAC
contact
information**

Please send your completed Reportable Compliance Issue form and supporting documentation, and any subsequent corrections or updates to FCAC by email to compliance@fcac-acfc.gc.ca



Reportable Compliance Issue – Summary Report

Regulated Entity _____

Summary of the compliance issue

Describe the issue including its context, any internal or external systems involved, relevant third parties, and any other details pertinent to the issue. If the root cause of the issue is common to each breach detailed in this report, please describe it here.

Attestation

By checking this box, I the undersigned, attest that based on my knowledge, the information included in this report (including the summary report and all detailed reports attached) does not contain any untrue statement, omission, or material misrepresentation.

Submitted By _____

Date Submitted _____



Reportable Compliance Issue – Detailed Report

Applicable market conduct obligation

Specify applicable legislation/regulation and specific provision, voluntary code of conduct, or public commitment.

Breach-specific summary



Scope, impact and remediation

Product line(s) impacted

Provide details for each product line impacted. Include open and closed/inactive accounts.

Product line	Positive Impact			Negative Impact			Remediation		
	# Cons.	# Accts.	\$	# Cons.	# Accts.	\$	# Cons.	# Accts.	\$
Bank Accounts									
Personal									
Commercial									
Personal Loans									
Fixed									
Variable									
Investments									
Registered									
DTI									
PPN									
Mortgages									
Fixed									
Variable									
Lines of Credit									
HELOCs									
Credit Cards									
Prepaid Cards									
Other (specify)									



Breach identification

Date breach outstanding since _____

Date breach was identified _____

Date breach was reported to RE's Compliance division _____

How the breach was identified

Describe how and by whom the breach was identified (e.g., consumer complaints, testing, audit).

Controls in place before the breach occurred

Briefly describe the controls in place (e.g., policies and procedures, training, testing) relevant to the breach at the time that it occurred.

Root cause of the breach

If the root cause of the breach is the same for each breach contained in this filing, provide details in the Summary Report.



Corrective measures

Planned and/or completed corrective measures

Describe any planned and/or completed corrective measures (e.g., system fixes), including major milestones and estimated timelines for completion.

Responsible Party – Position Title _____

Responsible Party – Team/Division _____

Date breach was fixed _____

Date final corrective measures were implemented _____

Remediation

Date breach was or will be remediated _____

Planned or completed remediation measures

Specify how measures address all impacted consumers including active and inactive/closed accounts.