



Consumer Provisions Aggregate Report for External Complaint Body

Name of external complaint body:				
Classification	Period			
	Q1 (Apr-Jun)	Q2 (Jul-Sept)	Q3 (Oct-Dec)	Q4 (Jan-Mar)
Reputation				
Good character and integrity				
Services				
Availability				
Membership				
Acceptance				
Complaint procedures				
Impartiality and independence				
Referral to other external complaint body				
Written notification that complaint is outside terms of reference				
Transfer and advise without delay				
Inform and assist				
Relevance				
Final recommendation				
Monitoring and review (accountability)				
Consultations				
Reporting to FCAC				
Public reporting				
Evaluation				
Clear language				
TOTAL				

NIL Report

Date:

I, _____, attest that based on my knowledge, pursuant to the Compliance Branch framework, the above mentioned external complaints body does not have any reportable consumer provisions for the above period.