



### Summary Report - External Complaint Body Reportable Compliance Issue

Parties involved in issue		
Name of external complaint body	External complaint body reference number	Number of complainants impacted, if available
Reportable issue		
Summary of compliance issue		
Consumer provision (include section)		
Date the issue has been outstanding since		
Date external complaint body's compliance department or compliance officer was informed of issue		
Date issue resolved, if applicable		
Description of how issue was identified		
Corrective actions taken to resolve issue. This includes a remediation plan, policies and procedures, staff training, system fixes and control measures that have been put in place, modified or proposed. <b>(FCAC may request supporting documents)</b> . If no measures will be taken to resolve the issue, please explain why.		
If the issue is not resolved at the time of filing, indicate when the issue is expected to be resolved.		
I, _____, attest that, based on my knowledge, this report contains no untrue statements, omissions, or material misrepresentations.		
<b>Date:</b>		