



Fast Facts

(October 24, 2001 – August 31, 2005)

FCAC AT A GLANCE

Established: October 24, 2001 (*FCAC Act proclaimed*)
 Commissioner: William G. (Bill) Knight
 Staff/Budget: 38 employees; annual budget of \$8.1 million (*fiscal year 2005-06*)

CONSUMER INFORMATION

Total number of consumer contacts with FCAC **76,406**
 Total number of Web site visits..... **1,195,707**
 Total number of publications downloaded and distributed **906,590**

COMPLIANCE INFORMATION

Cases

Total number of cases opened **3,423**
 Total number of cases closed..... **3,005**

Total number of **violations** determined (*may be more than one per case*) **116**

Total number of **Letters of Reprimand** issued (*may cover multiple violations*) **57**

Total number of **Notices of Violation** issued **8**
 Failure to comply with *Cost of Borrowing Regulations* **6**
 Failure to comply with *Notice of Branch Closure Regulations*..... **1**
 Failure to file complaint procedures.....**1**

Total number of **Compliance Agreements** concluded..... **5**

Total number of letters of **non-compliance** issued relating to codes of conduct and public commitments..... **44**
 Access to Basic Banking Services..... **26**
 Canadian Code of Practice for Consumer Debit Card Services..... **5**
 CBA Code of Conduct for Authorized Insurance Activity..... **1**
 Zero liability policy on credit cards..... **8**
 Other public commitments **4**

The Financial Consumer Agency of Canada (FCAC) ensures compliance with the consumer protection laws that apply to banks and federally incorporated trust, loan and insurance companies. FCAC also provides consumers with accurate and objective information about financial products and services, and informs Canadians of their rights when dealing with financial institutions.

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