



Consumer Inquiries and Complaints

From January 1 - March 31, 2003

Between January 1 and March 31, 2003, 4,583 Canadians contacted the Financial Consumer Agency of Canada (FCAC), looking for answers to their questions and help in dealing with their complaints.

Below you will find a breakdown of the types of inquiries and complaints received.

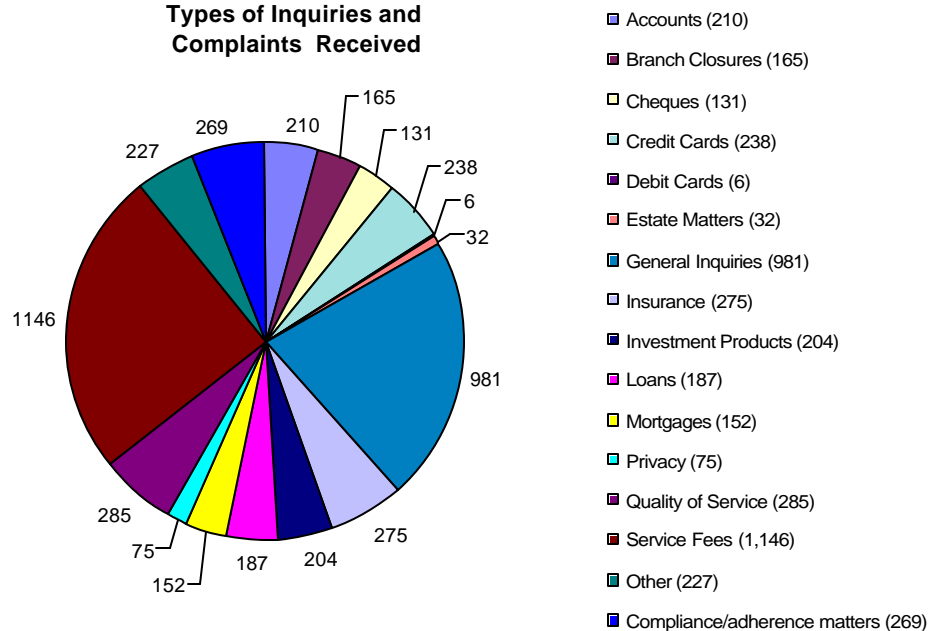
For the Period January 1 - March 31, 2003

Inquiries	1,817
Complaints	2,497
Compliance/Adherence Matters	269
Total Inquiries and Complaints	4,583

Method of Contact:

Phone calls	3,094
Letters	256
E-mails	1,220
In-person visits	9
Other	4
Total	4,583

Types of Inquiries and Complaints Received



For more information on the types of inquiries and complaints received by FCAC, visit the Publications section of our Web site at: www.fcac-acfc.gc.ca.

The Financial Consumer Agency of Canada was created in October 2001 to oversee consumer protection measures in the federally regulated financial services sector and to expand consumer education activities. This document presents many of the most common questions and concerns raised by consumers who have contacted us.

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