



Between January 1 and March 31, 2004, the Financial Consumer Agency of Canada (FCAC), received **5,230** contacts, an increase of 32 per cent from 3,975 contacts during the previous quarter (October 1 to December 31, 2003).

Ninety-six per cent (4,999) of the communications were from consumers contacting FCAC with their inquiries and complaints regarding the financial services industry. While most consumers (4,819) were looking for information, some (180) contacted FCAC with inquiries or complaints related to compliance or adherence matters.

The remaining four per cent (231) of communications were from federally regulated financial institutions.

For the period: January 1 - March 31, 2004

Consumer Inquiries and Complaints	
General inquiries	2,939
General complaints	1,880
Inquiries about compliance/adherence matters	11
Complaints about compliance/adherence matters	169
Total Consumer Inquiries and Complaints	4,999
Complaints and Filings from Financial Institutions	
Self-reported complaints	92 ¹
Filings by financial institutions	139 ²
Total Complaints and Filings from Financial Institutions	231
Total Contacts	5,230
Method of Contact	
Phone calls	4,584
Letters	264
E-mails	258
In-person visits	6
Other	118 ³
Total	5,230

¹ Includes consumer complaints that have been escalated to the reportable level of a financial institution's internal complaint-handling process.

² Includes documents that financial institutions are required to submit to FCAC, such as public accountability statements and branch closure filings.

³ Includes examinations, filings and cases initiated by FCAC.



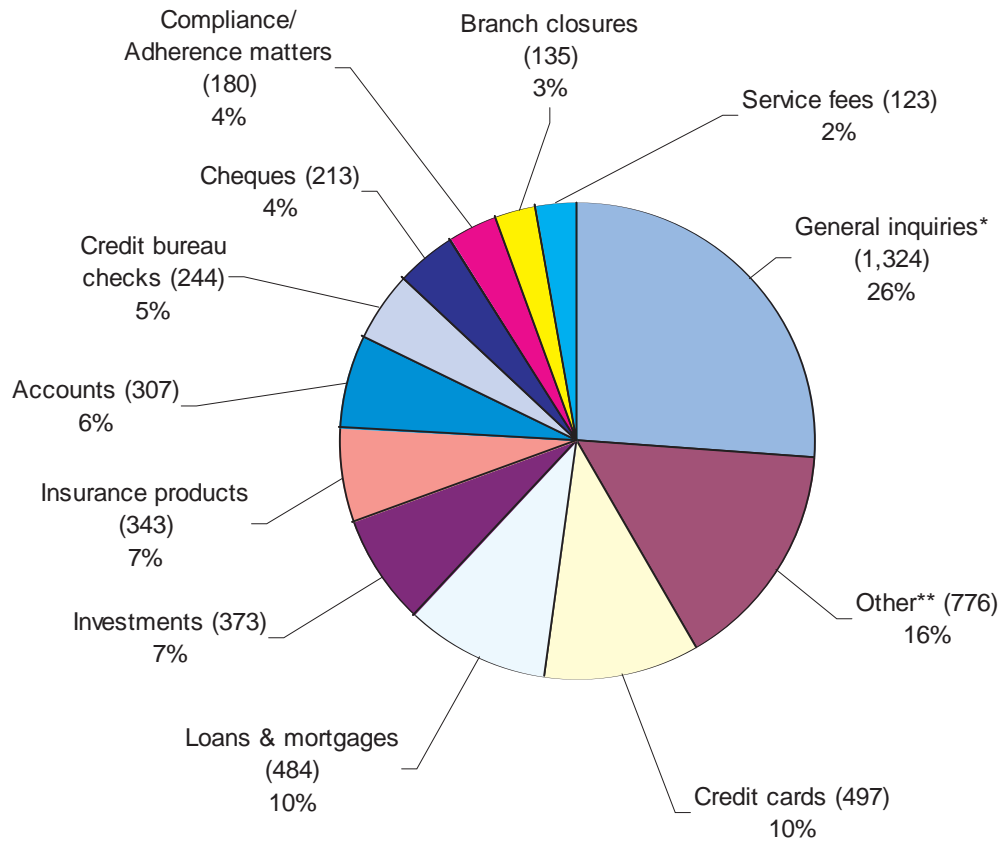
Consumer Inquiries and Complaints

The following chart provides a breakdown of the types of consumer inquiries and complaints received for the period.

Consumer Inquiries and Complaints by Topic

(January 1 - March 31, 2004)

Total: 4,999



* Includes generic inquiries and complaints that FCAC receives in its role as the go-to source for reliable information. Examples include requests for information, copies of complaint handling procedures for financial institutions, and inquiries regarding the reputation or viability of a financial institution.

** Includes miscellaneous inquiries and complaints received regarding automated banking machines (ABMs), complaint procedures, debit cards, electronic and telephone banking, estate matters, exchange rates, interest rates, privacy, regulatory inquiries, small/medium-sized enterprises and tied selling.

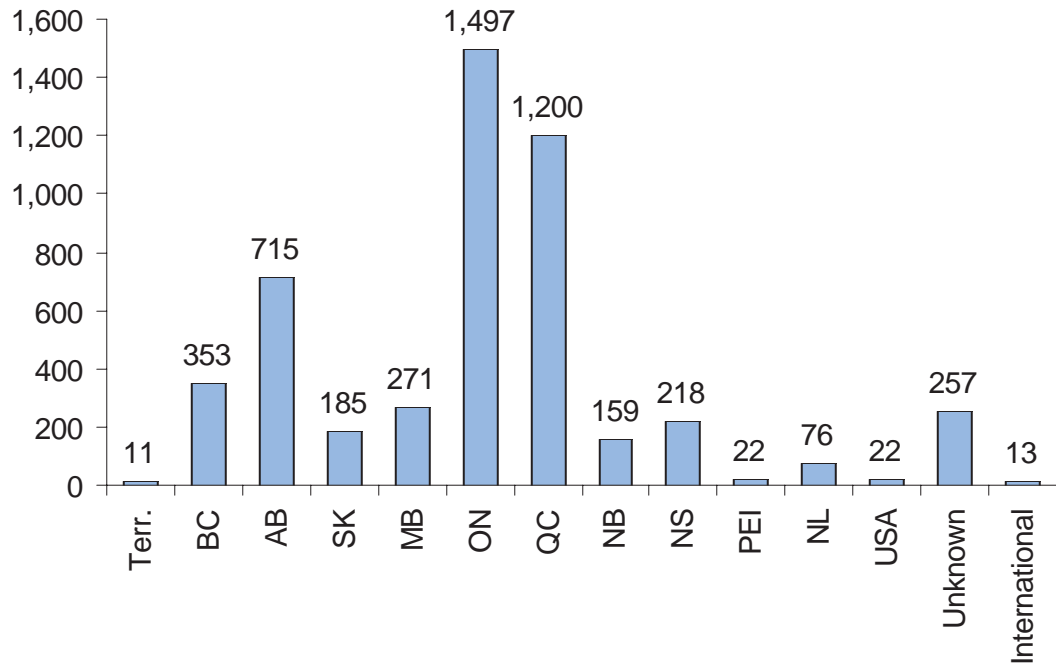


Consumer Inquiries and Complaints

From January 1 - March 31, 2004

The following graph provides a regional breakdown of consumer inquiries and complaints received for the period.

Consumer Inquiries and Complaints by Province or Territory
(January 1 - March 31, 2004)
Total: 4,999



Thirty per cent of the contacts FCAC received this past quarter were from consumers living in Ontario, while 24 per cent were from Quebec and 14 per cent were from Alberta. A table providing a detailed breakdown of the number of contacts FCAC received by province and by category is available on our Web site. To view this table, and for information on all of our publications, visit the Publications section of our Web site at: www.fcac-acfc.gc.ca.



Compliance/Adherence Matters

For the period: January 1 - March 31, 2004	
Total Number of Compliance Cases Opened (includes consumer and self-reported complaints)	261
Total Number of Compliance Cases Closed (includes cases outstanding from previous periods)	387
Number of violations of the law	0
Number of cases of non-adherence to industry codes of conduct	4
Branch closure - request for meeting - not granted	1
Branch closure - request for meeting - granted	7 ⁴
Branch closure - request to vary - granted	3

⁴ FCAC received multiple requests pertaining to one branch closure.

FCAC opens and reviews hundreds of compliance cases each year covering a wide range of consumer issues under federal financial legislation. If a compliance officer, after gathering the facts of a case, believes that a financial institution may have violated a consumer provision, the case is forwarded to the Commissioner for his review and a decision.

The Commissioner's Decisions are posted on our Web site to inform consumers about their rights when dealing with federally regulated financial institutions. They also provide an overview of the types of compliance issues FCAC has reviewed, and the work FCAC has been doing to protect financial consumers.

To view the Commissioner's Decisions, visit the Compliance section of our Web site at: www.fcac-acfc.gc.ca.

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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