



Consumer Inquiries and Complaints

From April 1 - June 30, 2003

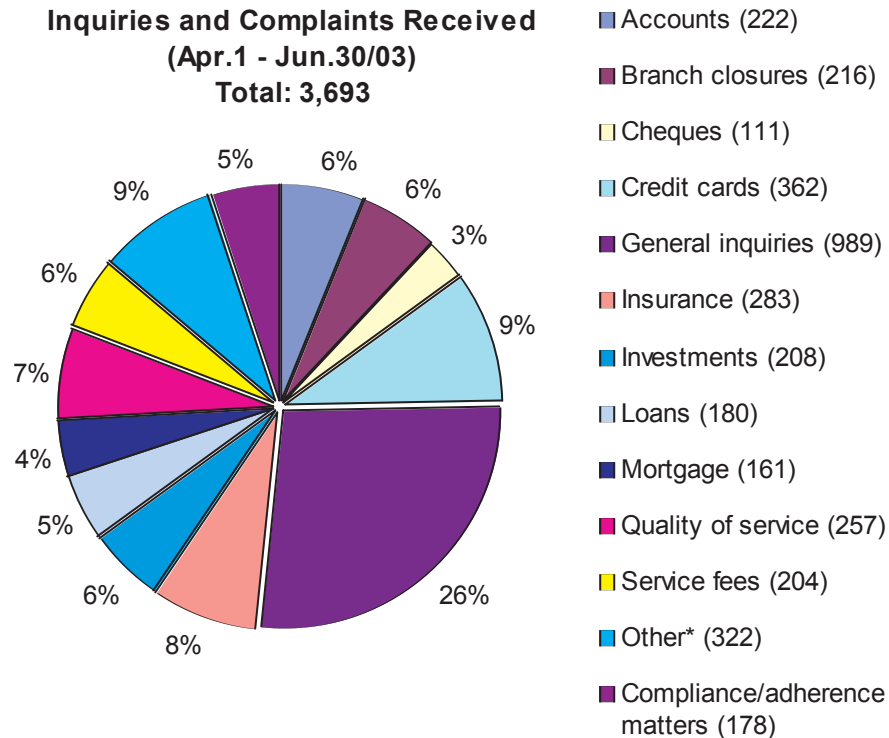
Between April 1 and June 30, 2003, 3,693 Canadians contacted the Financial Consumer Agency of Canada (FCAC), looking for answers to their questions and help in dealing with their complaints.

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

For the Period April 1 - June 30, 2003

Inquiries	2,091
Complaints	1,424
Compliance/Adherence Matters	178
Total Inquiries and Complaints	3,693
Method of Contact:	
Phone calls	3,236
Letters	202
E-mails	249
In-person visits	0
Other	6
Total	3,693

**Inquiries and Complaints Received
(Apr.1 - Jun.30/03)
Total: 3,693**



* 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, small/medium-sized enterprises and tied selling.

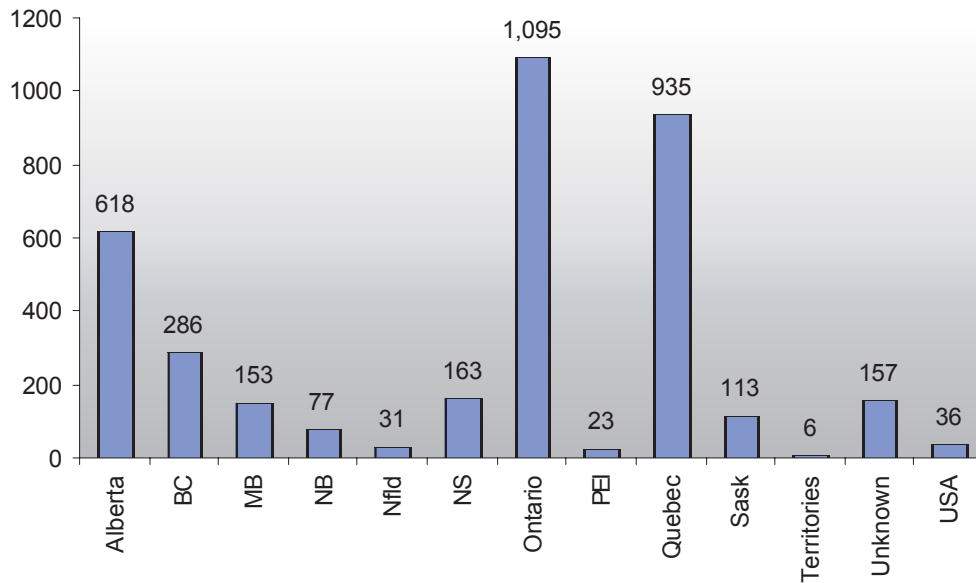
Many of the questions and concerns expressed by consumers regarding credit card issues are addressed in the FCAC publication: *Credit Cards and You*.



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Inquiries and Complaints Received by Province (Apr. 1 - June 30/03) Total: 3,693



Approximately 30 per cent of the contacts received by FCAC this past quarter were from consumers living in Ontario while 25 per cent were from Quebec. Almost 17 per cent of our contacts 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.

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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