

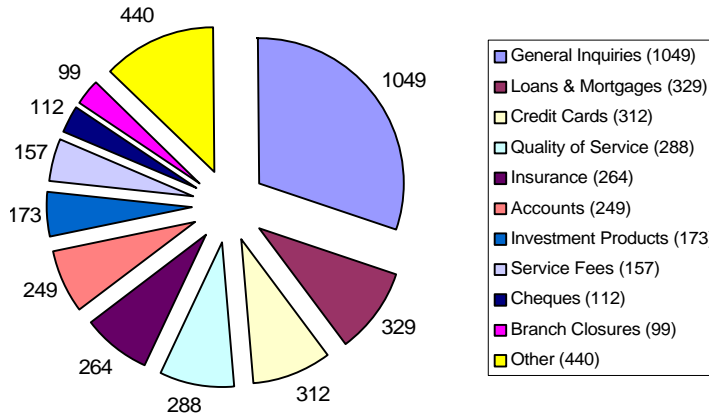


Consumer Inquiries and Complaints

From June 1 - October 1, 2002

Consumers contacted the Financial Consumer Agency of Canada 3,615 times from June 1 - October 1, 2002.

The main issues raised by consumers related to loans/mortgages, credit cards, quality of service, insurance, problems with bank accounts and general information queries.



Total Inquiries and Complaints Period: June 1- October 1, 2002

Inquiries	1782
Complaints	1690
Non-Compliance/Non-Adherence	143
Total:	3615
Phone calls	3301
Letters	153
E-mails	145
In person	8
Other	8
Total	3615

Consumer Inquiries June 1 - October 1, 2002

1. How can I get more information about my credit report?
2. How can I obtain more information on how to manage my debt?
3. How can I obtain more information regarding student loans?
4. How can I verify whether my life insurance company is still in existence?
5. How can I get information about my bank account that seems to have been closed because it was inactive for a number of years?

Consumer Complaints - June 1 - October 1, 2002

1. Consumers called to complain about funds being held when deposited by cheque.
2. Consumers expressed concern about certain investment products not being covered by deposit insurance.
3. Consumers expressed concern about delays they experienced when they requested a correction to their credit report.
4. Some consumers called to complain that their property and casualty insurance provider did not renew their insurance policy.
5. Consumers called with concerns about high service fees for banking transactions outside regular service fee packages (e.g., NSF cheques).

Many of the questions and concerns expressed by consumers regarding credit card issues are addressed in the FCAC publication: *Credit Cards and You*. The next issue will be available on November 28, 2002.

The Financial Consumer Agency of Canada (FCAC) educates consumers about financial products and services, and protects consumers in the federally regulated financial sector. This document presents the most common and current questions and concerns raised by consumers who have contacted us.

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