



# Consumer Inquiries and Complaints

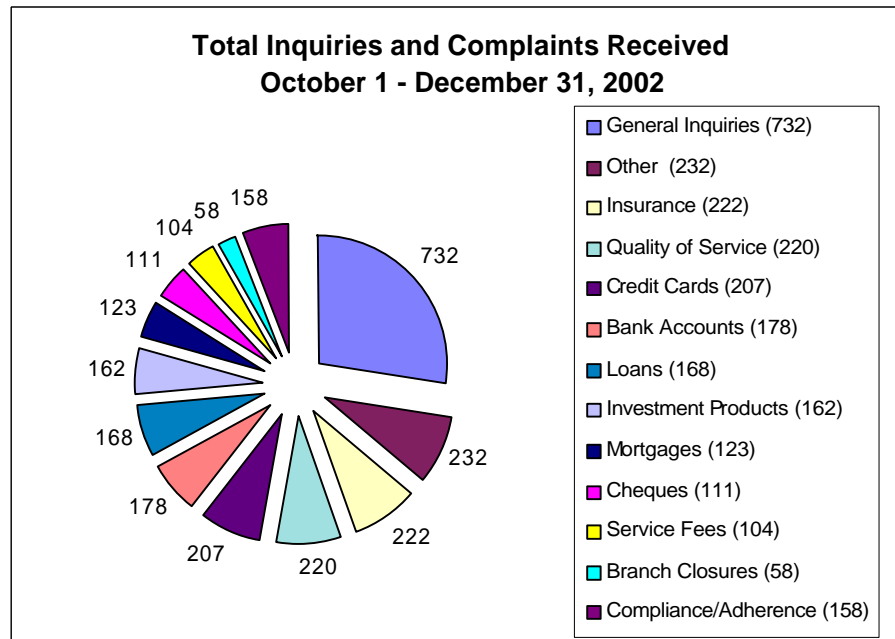
From October 1 - December 31, 2002

Between October 1 and December 31, 2002, 2,675 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 from October 1 - December 31, 2002

Inquiries	1,377
Complaints	1,140
Compliance/Adherence Matters	158
<b>Total Inquiries and Complaints</b>	<b>2,675</b>
Method of Contact:	
Phone calls	2,346
Letters	129
E-mails	167
In-person visits	5
Other	28
<b>Total</b>	<b>2,675</b>



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