Member Complaint Form

SUBMIT

DUCA Financial Services

Instructions

1. All complaints are to be directed to the Branch Manager for resolution.
2. If escalation is required the complaint should be forwarded to the Manager's supervisor.
3. If there is no resolution the complaint should be forwarded to the Complaints Officer at 5290 Yonge Street, Toronto, Ontario, M2N 5P9 or Faxed to (416) 223-2575 or e-mailed to complaints@duca.com

Member Contact Information

First Name _____ Last Name _____ Init. _____ Date of Complaint Submission _____

Street/PO Box/ RR _____ City _____

Province _____ Postal Code _____

Daytime Phone _____ Evening Phone _____ Cellular Phone _____ Business Phone _____

Email Address _____ Preferred Method of Communication _____

Details of Complaint

1. Branch name and address of where you have the account that is related to the complaint:

2. Account Number: _____

3. Summary of your complaint:

It is our commitment that you will be contacted within 10 business days of receipt of this complaint.

Resolution