

Merchant Complain Form

Code of Conduct for the Credit Card and Debit Card Industry in Canada

To send your inquiry about a particular element of the Code of Conduct, please complete the form below.

Mandatory Fields *

Merchant Information:

Merchant Name* _____

Merchant Number* _____

Person Submitting Complaint* _____

Merchant Street Address* _____

City* _____

Province/Territory* _____

Postal Code* _____

Phone Number* _____

Email Address* _____

Name of Acquirer* _____

Policy Element* _____

Choose from one of the following elements:

1. Increased Transparency 2. Minimum Notice of Change to Fees 3. No Penalty Contract Cancellation (due to fee changes) 4. No Obligation Acceptance 5. Payment Method Discount 6. Negative Option Obligation

Please describe your complaint as it applies to the Policy Element you have selected*

In addition to the summary of your concerns, please provide details, such as the name of the person you were dealing with, the date the concern occurred, and copies of any supporting documentation (i.e. agreements, statements etc.)

Please print, complete and send back to us via email, fax or mail at addresses indicated above.