What to do if you have a complaint

Open Access

Our complaint process – Filing a complaint with us

If you have a complaint about our service or a product, contact us at:

Open Access Ltd.
302 Bay Street, Suite 503-01, Toronto, ON, M5H 0B6
Tel. 416·364·8877 | Toll-Free. 1·866·625·4777 | Email. inquiry@openaccessltd.com

You may want to consider using a method other than email for sensitive information.

Tell Us

- What went wrong?
- When it happened?
- What you expect?
  Example: money back, an apology, account correction, etc.

We will acknowledge Your Complaint

We will acknowledge your complaint in writing, as soon as possible, typically within 5 business days of receiving your complaint.

We may ask you to provide clarification or more information to help us resolve your complaint.

If You Are Not Satisfied With Our Decision

You may be eligible for OBSI's dispute resolution service.

If You Are Not a Quebec Resident

You may be eligible for OBSI's dispute resolution service.

We Will Provide Our Decision

We normally provide our decision in writing, within 90 days of receiving a complaint. It will include:

- A summary of the complaint.
- The results of our investigation.
- Our decision to make an offer to resolve the complaint or deny it, and an explanation of our decision

If Our Decision is Delayed

If we cannot provide you with our decision within 90 days, we will:

- inform you of the delay
- explain why our decision is delayed, and
- give you a new date for our decision

You will be eligible for the independent dispute resolution service offered by the Ombudsman for Banking Services and Investments (OBSI)

Help us resolve your complaint sooner

- Make your complaint as soon as possible.
- Reply promptly if we ask you for more information.
- Keep copies of all relevant documents, such as letters, emails and notes of conversations with us.

A word about legal advice

You always have the right to go to a lawyer or seek other ways of resolving your dispute at any time. A lawyer can advise you of your options. There are time limits for taking legal action. Delays could limit your options and legal rights later on.

Taking Your Complaint to OBSI

You may be eligible for OBSI's free and independent dispute resolution service if:

- we do not provide our decision within 90 days after you made your complaint, or
- you are not satisfied with our decision

OBSI's service is available to clients of our firm. This does not restrict your ability to take a complaint to a dispute resolution service of your choosing at your own expense, or to bring an action in court. Keep in mind there are time limits for taking legal action.

Who Can Use OBSI

You have the right to use OBSI's service if:

- your complaint relates to a trading or advising activity of our firm or by one of our representatives
- you brought your complaint to us within 6 years from the time that you first knew, or ought to have known, about the event that caused the complaint, and
- you file your complaint with OBSI according to its time limits below

Time Limits Apply

- If we do not provide you with our decision within 90 days, you can take your complaint to OBSI any time after the 90-day period has ended.
- If you are not satisfied with our decision, you have up to 180 days after we provide you with our decision to take your complaint to OBSI.

OBSI will investigate

OBSI works confidentially and in an informal manner. It is not like going to court, and you do not need a lawyer.

During its investigation, OBSI may interview you and representatives of our firm. We are required to cooperate in OBSI's investigations.

OBSI will Provide its Recommendations

Once OBSI has completed its investigation, it will provide its recommendations to you and us. OBSI's recommendations are not binding on you or us.

Contact OBSI

Email: ombudsman@obsi.ca
Telephone: 1-888-451-4519 or 416-287-2877 in Toronto

For more information about OBSI, visit www.obsi.ca

Information OBSI needs to help you

OBSI can help you best if you promptly provide all relevant information, including:

- your name and contact information
- our firm's name and contact information
- the names and contact information of any of our representatives who have been involved in your complaint
- details of your complaint
- all relevant documents, including any correspondence and notes of discussions with us