

Name of acquirer of record
Date you spoke with our customer service
Name of the service representative you spoke to
Policy element of Code the complaint pertains to
Please provide a summary of your complaint

How we follow up on your complaint

Upon contacting Bambora, we will acknowledge receipt of your concern within 5 business days and open an investigation. We will review and respond to your complaint within 20 business days. Otherwise, you will be informed to the reason for any delay and updated response time.

The final resolution provided will include:

- A summary of the complaint;
- The final result of the investigation;
- Explanation of the proposed resolution; and
- Information on how to further escalate the dispute in the event of an unsatisfactory outcome.

In the event you are not satisfied with the resolution, you may contact the Payment Card Network Operator (PCNO) directly or the Financial Consumer Agency of Canada (FCAC).

The FCAC's website offers details through the following link: [FCAC](#)

Or contact the FCAC at:

- Telephone: 1-866-461-3222
- Email: info@fcac-actf.gc.ca
- Write to: Financial Consumer Agency of Canada. 427 Laurier Ave. W., 6th Floor Laurier Building, Ottawa ON, K1R 1B9

Please note FCAC is not a dispute-resolution agency for consumers in their individual dealings with payment card network operators or acquirers.