



DirectCash Bank – Dispute Resolution Policy

If you have any question or complaints regarding your account or any other product or service provided to you by the DirectCash Bank (“DCB”) we encourage you to contact the head of Customer Service for DCB at:

DirectCash Bank
Bay #6, 1420 28th Street NE
Calgary, Alberta T2A 7W6
Attention: Customer Service Manager
Fax: 403 451 3015
Phone: 403 387 2115
Email: complaints@directcashbank.com

If you have not been able to resolve your concern, you may contact the Bank’s Ombudsman by sending a letter to us at the address noted above or an email to ombudsman@directcashbank.com

If your concern involves a potential violation of a consumer protection law, you may contact the Financial Consumer Agency of Canada (“FCAC”). The FCAC is an independent federal regulatory agency that works to protect and inform consumers of financial services. The FCAC can be reached at:

Financial Consumer Agency of Canada
6th Floor, Enterprise Building
427 Laurier Avenue West
Ottawa, Ontario K1R 1B9
Phone: 1 866 461 3222
Website: www.fcac-acfc.gc.ca

The FCAC’s web site provides a complete listing of federal consumer protection laws.