

Please be aware that filling out a complaint form does not guarantee that Consumer Protection BC will undertake a formal investigation on your behalf. Depending on the nature of the complaint, BC consumer protection laws may not apply and your complaint may be referred to another agency for review.

1. Always try to resolve your complaint with the business before filing a complaint with Consumer Protection BC.
2. Print clearly, using black or blue ink.
3. Provide as much information as possible.
4. Attach copies of relevant documents (correspondence, phone logs, taped telephone transcripts, pictures, etc.)
5. Read both pages of the form, sign and return the form to the Consumer Protection mailing address.

Debtor's (your) Full Name

Home Phone (with area code)

Street Address

Work Phone (optional)

City

Fax

Postal Code

Email Address

If writing on behalf of another individual, your name and phone number

Collection Agency Name

Collector Name(s)

City they are contacting you from

Phone number (including extension)

Description of the complaint (Use the checklist on the 2nd page as a guide.)

Evidence I have to support my position (circle those that apply and attach **proof/copies** with this document):

Taped Phone Calls

Phone Log

Statements from Witness

Past Correspondence (letters/faxes/emails)

None

Consumer Protection BC

PO Box 9244 Victoria BC V8Z 9J2

Telephone: 604-320-1667

Toll Free: 1-866-564-9963

Fax: 250-920-7181

Website: www.consumerprotectionbc.ca

Nature of the complaint (tick off those that apply – these should be detailed in your complaint description):

- Disputing the amount of the debt
- Unable to pay at this time
- Not my debt
- Collector was rude
- Collector was threatening and/or intimidating
- Collector was using excessive pressure
- Published or threatening to publish my inability to pay
- Did not receive anything in writing prior to receiving calls
- Collector will not send details of the debt upon request
- Collector will not disclose his/her identity
- Collector called me at work more than once and I have provided contact information for how to reach me at home
- I have asked to be contacted in writing only and they are continuing to call me
- The collector has called my acquaintance and has asked for information other than my home address and phone number and I have not authorized the collector or creditor to do so in the past
- The collector has called my employer and has asked for more information other than confirming my employment, business title, and address and I have not authorized the creditor to do so in the past
- The collector has called me before 7 am or after 9 pm Monday to Saturday, or before 1 pm or after 5 pm on a Sunday, or on a statutory holiday
- The collector is attempting to collect more than I owe
- I have returned the collector calls

Who at the agency have you discussed the problem with to date?

Have you communicated with someone at Consumer Protection BC about this problem in the past? If yes, please provide details

NOTE: We may share a copy of your complaint or the information in this form with the business involved to facilitate resolution of your complaint. By signing and forwarding this form to Consumer Protection BC you are authorizing the release of this information for statistical purposes and the attempt to resolve your complaint. By signing you are also acknowledging that the information contained on this form is true and accurate to the best of your knowledge. Please be aware that Consumer Protection BC is not acting as your attorney nor providing legal advice.

Signature _____ Date _____

Return this form along with copies of relevant documents to:

CONSUMER PROTECTION BC

Attention: Inquiry Centre
PO Box 9244
V82 9J2

Toll Free: 1-888-564-9963

Fax: 250-920-7181

Email: info@consumerprotectionbc.ca

Consumer Protection BC administers the Business Practices and Consumer Protection Act, the Cremation, Interment and Funeral Services Act and associated regulations. Consumer Protection BC is unable to resolve general complaints regarding quality of product or service and cannot determine the outcome of contractual disputes.