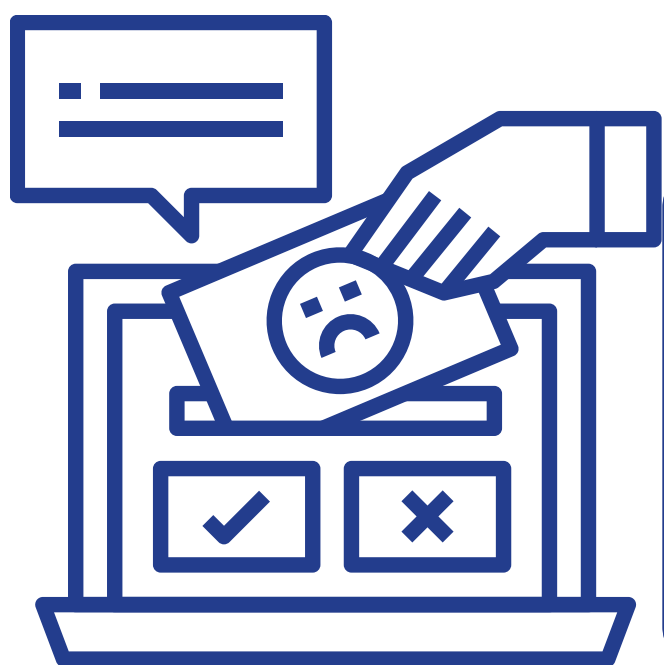


The Role of the FAIS Ombud in Resolving Financial Complaints



Purpose

- Resolve complaints between financial service providers and customers.
- Promote consumer protection and industry integrity.

Impartial Platform

- Provide an independent and impartial platform for complaint resolution.
- Ensure fairness, accessibility, and equity.



FAIS Ombud's Mission

- Offer fair and honorable service to financial customers FREE of charge.
- Enable access to affordable alternative dispute processes.

Complaint Resolution

- FAIS Act and Rules mandate independent and impartial action.
- Utilize mediation and conciliation methods.
- Issue determinations if initial methods are unsuccessful.

