

# COMPLAINT HANDLING FORM FOR MERCHANT COMPLAINTS PERTAINING TO THE CODE OF CONDUCT FOR THE PAYMENT CARD INDUSTRY IN CANADA



Name of person submitting the complaint: \_\_\_\_\_

Merchant business name: \_\_\_\_\_

Merchant street address: \_\_\_\_\_

City: \_\_\_\_\_

Province/Territory

☐

Alberta

☐

British Columbia

☐

Manitoba

☐

New Brunswick

☐

Newfoundland and Labrador

☐

Northwest Territories

☐

Nova Scotia

☐

Nunavut

☐

Ontario

☐

Prince Edward Island

☐

Quebec

☐

Saskatchewan

☐

Yukon

Postal code: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Name of acquirer: \_\_\_\_\_

Date merchant spoke with acquirer: \_\_\_\_\_

Name of payment processor: \_\_\_\_\_

Merchant Number: \_\_\_\_\_

Name of acquirer representative: \_\_\_\_\_

The policy element of the Code that the complaint pertains to:

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Element 1: Transparency and Disclosure

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Element 2: Notice of fee increase or new fee

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Element 3: Contract Cancellation

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Element 4: No Obligation Acceptance

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Element 5: Limited Acceptance - Merchant Choice

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Element 6: Negative Option Acceptance Not Allowed

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Element 7: Renewal of Merchant Agreements

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Element 8: Discount for Different Payment Methods

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Element 9: Competing Domestic Card Applications

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Element 10: Separation of Payment Card Functions

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Element 11: Provisioning to Devices

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Element 12: Premium Cards

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Element 13: Branding of Cards

Please provide a summary of your complaint: \_\_\_\_\_

Mail supporting documents: If applicable, please mail supporting documentation, along with your completed complaints handling form to:  
Amex Bank of Canada  
P.O. Box 3204, Station "F"  
Toronto, Ontario, M1W 3W7  
**Attn: Manager of GMNS Canada Merchant Services**

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