

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 you may be referred to another agency for assistance. Before determining the appropriate action to take, Consumer Protection BC will review your complaint to ensure that you have taken steps to resolve the issue directly with the debt collection agency and have provided sufficient documentation to support your complaint. Before submitting a complaint, please:

1. Ensure that you have attempted to resolve your complaint with the business and provide any documentation to support actions;
2. Provide as much information as possible including a summary of events;
3. Attach copies of relevant documents to support your complaint (contracts, receipts, letters, phone logs, statements from witnesses, etc).

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)

What is the Nature of Your Complaint? (please provide proof to support your complaint)

I have disputed the debt with the debt collector and creditor and continue to be contacted

I have informed the collection agency that it is not my debt and continue to be contacted

I have asked to be contacted in writing only and they continue to call me

Collector was threatening and/or intimidating

Collector was using excessive pressure

Collector published or threatening to publish my inability to pay

I did not receive anything in writing prior to receiving calls

Collector will not disclose his/her identity

Collector called me at work more than once and I have provided my home contact information

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

Description of the complaint including steps you have taken to resolve the issue directly with the debt collector.

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
- Correspondence between me and the debt collector (letters/faxes/emails)

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

By submitting this form I acknowledge that Consumer Protection BC may share a copy of my complaint or the information in this form with the business involved to facilitate resolution of the complaint. By forwarding this form to Consumer Protection BC I am authorizing the release of this information for statistical purposes and with all persons Consumer Protection BC feels necessary in an attempt to resolve my complaint. I am also acknowledging that the information contained on this form is true and accurate to the best of my knowledge. I am aware that Consumer Protection BC is not acting as my legal representative or providing legal advice.

Signature

Date

I agree to the above

Date: _____

NOTE: In order to proceed with your complaint you are required to either sign and submit a printed copy of the form or click the above button.

Return this form along with copies of relevant documents to:

CONSUMER PROTECTION BC

Attention: Inquiry Centre
PO Box 9244 Victoria BC
V8W 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.