



OBSI APPROVED AS BANKING EXTERNAL COMPLAINT BODY

OBSI today received federal Minister of Finance approval as an External Complaint Body (ECB) for banking complaints under the *Bank Act*. OBSI's approval takes effect in sixty days.

OBSI is Canada's trusted and recognized independent dispute-resolution service for banks and their customers. The overwhelming majority of Canada's banks choose OBSI as their external dispute-resolution service, and OBSI's membership has expanded rapidly in recent years, growing by over 22% in just the last two years alone.

We are grateful for the trust our participating banks have placed in us, and we are committed to continuing to provide them and their customers with the high-quality dispute-resolution services that Canadians have come to expect.

For more information, contact:
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Please note that subscription to OBSI's e-newsletter is mandatory for participating firms' designated internal contact.