

Member Concerns Form



Form Instructions

1. Download a copy of this fillable concern form
2. Complete the form on your computer or mobile device and save it or, alternatively, print the form and complete it by hand
3. Email the completed form as an attachment or alternatively, mail, fax, or bring the completed form to any PARAMA branch. (further instructions below)

Escalation Procedure

1. All concerns are to be directed to a branch representative for resolution
2. If a resolution cannot be reached by the branch, the concern may be directed to the Member Concerns Officer through one of the following methods:
 - a. Email to concerns@parama.ca
 - b. Mail to 2975 Bloor St. W, Toronto ON M8X 1C1, Attn. Member Concerns Officer
 - c. Faxed to 416-207-9401, Attn. Member Concerns Officer
 - d. If the matter needs to be escalated to the Member Concerns Officer directly, please include in the address or subject line "Attn. Member Concerns Officer"
3. If a resolution cannot be reached with PARAMA, and the concern relates to a contravention of the Credit Unions and Caisses Populaires Act, 1994, S.O. 1994, c. 11 or a regulation made under the Act, the concern may be directed to the Financial Services Regulatory Authority of Ontario (FSRA). More information on FSRA can be found [here](#).

Member Contact Information

First Name:	Last Name:	Date of Concern Submission:
Are you currently a member of PARAMA? Yes <input type="checkbox"/> No <input type="checkbox"/>		Account Number:
Phone Number:	Email:	Preferred Method of Communication:

Details of Concern

1. Branch name and address that is related to the concern

2. Summary of your concern

It is our commitment that you will be contacted within 10 business days of receipt of this concern.

Signature: _____