



Complaint Handling Form for Merchant Complaints Pertaining to the Code of Conduct for the Payment Card Industry in Canada (the "Code")

Merchant Information

<u>Merchant Business Name</u>	<u>Contact Person</u>		
<u>Merchant Street Address</u>	<u>City</u>	<u>Province/State</u>	<u>Postal Code/Zip Code</u>
<u>Phone Number</u>	<u>E-Mail Address</u>		

Complaint Information

The Policy Element of the Code the complaint relates to:

<input type="checkbox"/> Element 1: Transparency and Disclosure	<input type="checkbox"/> Element 8: Discount for Different Payment Methods
<input type="checkbox"/> Element 2: Notice of fee increase of new fee	<input type="checkbox"/> Element 9: Competing Domestic Card Applications
<input type="checkbox"/> Element 3: Contract Cancellation	<input type="checkbox"/> Element 10: Separation of Payment Card Functions
<input type="checkbox"/> Element 4: No Obligation Acceptance	<input type="checkbox"/> Element 11: Provisioning to Devices
<input type="checkbox"/> Element 5: Limited Acceptance -Merchant Choice	<input type="checkbox"/> Element 12: Premium Cards
<input type="checkbox"/> Element 6: Negative Option Acceptance Not Allowed	<input type="checkbox"/> Element 13: Branding of Cards
<input type="checkbox"/> Element 7: Renewal of Merchant Agreements	

Please provide a summary of your complaint (Please include all relevant information including dates, details, individuals you interacted with, etc.):

Please send the completed form, along with any supporting documents to us by:

Email	CodeComplaints@dcbank.ca
Mail	Digital Commerce Bank Attn: Merchant Acquiring Services – Complaint Team 736 Meridian Road NE Calgary, Alberta T2A 2N7