

Resolve your complaints

Listening and responding to member complaints helps us get better – and reflects our commitment to our members and service. At Island Savings, members matter most.

1. Expressing and resolving your complaints

Contact your Advisor, Branch Manager, or the Member Advice Centre to work with you and to resolve your complaint. Our Member Advice Centre can put you in touch with your branch and Branch Manager.

Member Advice Centre: 1-888-597-1083 or contact@islandsavings.ca

2. Escalating your complaints

If you are not satisfied with the resolution reached through your Advisor, Branch Manager or the Member Advice Centre, you can refer your complaint to the President's office.

Office of the President: president@islandsavings.ca

3. Sharing your complaints with the Board of Directors

You may wish to appeal your situation further by contacting your Board of Directors.

Board of Directors: governance@firstwestcu.ca

4. Contacting the Ombudsman for Banking Services and Investments (OBSI)

If you are not satisfied with the resolution reached through the Office of the President and the Board of Directors, you may wish to contact the Ombudsman for Banking Services and Investments (OBSI), Canada's trusted independent dispute-resolution service for consumers and small businesses.

Ombudsman for Banking Services and Investments
20 Queen Street West, Suite 2400
P.O. Box 8
Toronto, ON M5H 3R3

Telephone (toll-free): 1-888-451-4519

Email: ombudsman@obsi.ca

Website: www.obsi.ca