



Progressive Credit Union

Complaints and Dispute Resolution Procedure

The directors, managers and staff of our Credit Union understand that, although we do our best to provide a high level of service, you may at times feel that there are issues that have not been resolved to your satisfaction. At this point you may feel dissatisfied but are unsure about how to have your complaints resolved.

So that members have the opportunity to make these complaints known, your Credit Union has developed a Complaints and Dispute Resolution Procedure. This procedure means:

- you have a way of having your complaints addressed ;
- our directors and senior management will be aware of the issue that is of concern to you;
- procedures and products can be adjusted, if possible, to improve our service.

Free of charge

There are no charges to you for information or the time and efforts of the Credit Union related to the Complaints and Dispute Resolution Process. However, standard charges may apply in accordance with the Credit Union's fees and charges for copies of previous transactions or retrieval of documents from archives, where requested by you.

What is a Complaint?

A complaint is a verbal or written expression of dissatisfaction by a member about a credit union product or service.

What is a Dispute?

A dispute arises if you make a complaint to your credit union about a credit union product or service and you are not satisfied with the response that you receive.

Things you should know about Internal Complaints and Dispute Resolution

1. If your complaint involves EFT transactions, privacy issues etc., Step 1 set out below needs to be taken. However, procedures may vary, if the dispute resolution needs to go further. This is because more specific legislation or Codes of Practice may apply.
2. You are not obliged to pursue a dispute with the credit union using the Internal Complaints and Dispute Resolution Procedure.
3. If you use the Internal Complaints and Dispute Resolution Procedure, you may commence legal proceedings before, after or at the same time as using the Internal Complaints and Dispute Resolution Procedure.
4. The Credit Union's participation in the Internal Complaints and Resolution Procedure is not a waiver of any rights it may have under the law, or under any contract between you and the Credit Union. An example of a contract between you and your Credit Union may be the terms and conditions of an account or the terms and conditions of a Credit Card.
5. This Guide is not a contract between you and the Credit Union, and it is not enforceable against the Credit Union.

Steps included in the process of our Complaints and Dispute Resolution

Step: 1 How to make a complaint

In most circumstances your complaints can be settled to your satisfaction by simply making us aware of them. You can raise these complaints with our staff verbally over the counter or by telephone or in writing by letter, facsimile, memo, e-mail etc. If the staff member is unable by reasons of authority or experience to handle the matter, they will refer your complaint to a more senior or experienced person. In the great majority of cases at this stage your complaint will be dealt with promptly and to your satisfaction and you will not need additional assistance.

Step 2: Recording your complaint

All complaints and disputes will be recorded in our Complaints and Dispute Register (KYM). Where a complaint cannot be resolved to your satisfaction immediately, it may be necessary for you to answer some questions and complete a Complaint Form in order that the credit union's management may properly investigate the complaint. The staff member, when required, will assist you with registering your complaint/dispute. When receiving a verbal complaint, the staff member will complete the details of the complaint in the Register on your behalf. The staff member will then read the Register of complaint to you and obtain your consent to its accuracy.

Step 3: Dispute notification

Where the staff member cannot immediately settle the complaint/dispute, we will acknowledge receipt of it to you in writing within 2 working days. We will also advise you in writing of the procedures for investigating and handling your complaint/dispute.

Step 4: Dispute investigation

Your dispute will then be fully investigated by the Complaints Officer and a decision made on the matter.

You can contact the Complaints Investigating Officer at:

Progressive Credit Union Limited
30 Hughes Street
Fredericton, New Brunswick
E3A 2W3

Phone 506-458-9145

Fax 506-459-0106

Email: progressiveCU@progressivecu.nb.ca

Step 5: How you will be informed of the outcome

In the majority of cases you will be advised of the outcome in writing within 14 working days. Should there be exceptional circumstances causing a delay, we will advise you. But, even in the most complex matters, the dispute should be resolved in a maximum of 45 working days.

Step 6: Credit Union Dispute Resolution

If however, in spite of our best efforts, you are still not satisfied, you may appeal to the Board of Directors.

Write to:

President, Board of Directors
30 Hughes Street
Fredericton, New Brunswick
E3A 2W3

Phone 506-458-9145

Fax: 506-459-0106

Email: progressiveCU@progressivecu.nb.ca

Step 7: Credit Union Ombudsmen

For more information on this process please contact the Board of Directors at the above address.

Step 8: Credit Union response

The Credit Union's Internal Dispute Register (KYM) will be updated showing the result and wherever appropriate, our policies, systems and procedures will be adjusted and staff counseled or provided with additional training.