



Resources for Consumers on the Mortgage Broker Law

The Financial Services Commission of Ontario (FSCO) has created several resources for consumers on the Mortgage Brokerages, Lenders and Administrators Act, 2006 (the Mortgage Broker Law). These resources have been created to help consumers obtain a better understanding of the Mortgage Broker Law and its importance to consumers.

Online Resources

To learn more about the Mortgage Broker Law visit FSCO's website at www.fSCO.gov.on.ca, click on *Mortgage Brokers* and select *Visit the consumer web page*. This web page includes:

- an overview of the Mortgage Broker Law,
- frequently asked questions,
- a consumer awareness video,
- several consumer awareness articles, and
- other online resources to help you learn more about mortgages.

How to Resolve a Complaint with Your Mortgage Broker or Agent

If you have a complaint with your Mortgage Broker or Agent regarding non-compliance with the Mortgage Broker Law, there are steps you can take:

- Contact the Mortgage Brokerage that employs the Mortgage Broker or Agent to discuss your complaint.
- If your complaint cannot be resolved, get the Mortgage Brokerage's final position in writing.
- Once you receive the final position, you have the option of contacting FSCO. Visit FSCO's website at www.fSCO.gov.on.ca to download the *Mortgage Business Activity Complaint Form*. On the form, make sure you describe your complaint, why you disagree with the company's position, and include the Mortgage Brokerage's final position letter. FSCO will review and respond to your complaint.

Contact FSCO

If you have a question about the Mortgage Broker Law, or want to report an unlicensed business or individual, you can contact FSCO by regular mail, e-mail or telephone.

Financial Services Commission of Ontario
5160 Yonge Street, Box 85
Toronto, Ontario
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Telephone: (416) 250-7250
Toll-free: 1-800-668-0128
TTY: (416) 590-7108, 1-800-387-0584

E-mail: contactcentre@fSCO.gov.on.ca
FSCO's website: www.fSCO.gov.on.ca

Please note that this handout is providing a general summary of the Mortgage Brokerages, Lenders and Administrators Act, 2006. For full details please refer to the actual Act and regulations, which can be accessed on FSCO's website at www.fSCO.gov.on.ca and click on *Mortgage Brokers*.

