



# Complaint Handling Process

This brochure outlines Strive Capital Corporation's Complaint Handling Process for customers. If you have a complaint, please let us know. We promise to address your complaint efficiently and professionally and resolve it as quickly as possible.

## Submitting a Complaint

If a problem occurs, contact the Servicing team at [hello@strivecapital.ca](mailto:hello@strivecapital.ca).

- Be sure to have supporting documents concerning your complaint, including date(s).
- Be clear about what you would like us to do.

Note: When contacting us electronically, do not send personal and/or financial information via unsecure email.

## Supervisor Escalation

If the Servicing team is unable to resolve a complaint, they will escalate the unresolved complaint to a manager or supervisor.

Your complaint will automatically be escalated to a supervisor or manager if it is not resolved within 14 days.

## Complaint Officer

Should the Manager be unable to resolve the issue, they will escalate the issue to the Strive Complaint Officer for review and resolution.

Strive will provide a substantive written response to complaints when we close or indicate facts of the complaint including the complaint date and resolution along with the customer's right to submit the complaint to the relevant external complaint handling bodies. See the Special Escalation section for more details.

## Privacy Related Complaint

For Privacy complaints, contact [privacy@strivecapital.ca](mailto:privacy@strivecapital.ca).

If you are still not satisfied with the outcome or examination of your privacy complaint, you can contact the Office of the Privacy Commissioner of Canada in writing at: Office of the Privacy Commissioner of Canada, 30 Victoria Street, Gatineau, QC K1A 1H3.

## Special Escalation

If your mortgage is in Ontario and your complaint related to contravention of Ontario laws and regulations, you may escalate concerns to Financial Services Regulatory Agency of Ontario.

If your mortgage is in Nova Scotia and you are not satisfied with the proposed resolution and believe that the complaint relates to a contravention of the law, you can also contact the Nova Scotia Real Estate Commission.