



<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>		

<u>The Policy Element of the Code the complaint relates to:</u>	
☐ Element 1: Transparency and Disclosure ☐ Element 2: Notice of fee increase of new fee ☐ Element 3: Contract Cancellation ☐ Element 4: No Obligation Acceptance ☐ Element 5: Limited Acceptance -Merchant Choice ☐ Element 6: Negative Option Acceptance Not Allowed ☐ Element 7: Renewal of Merchant Agreements	☐ Element 8: Discount for Different Payment Methods ☐ Element 9: Competing Domestic Card Applications ☐ Element 10: Separation of Payment Card Functions ☐ Element 11: Provisioning to Devices ☐ Element 12: Premium Cards ☐ Element 13: Branding of Cards
<u>Please provide a summary of your complaint (Please include all relevant information including dates, details, individuals you interacted with, etc.):</u> 	

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