



<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>		

<p><u>The Policy Element of the Code the complaint relates to:</u></p>	
<ul style="list-style-type: none"> <input type="checkbox"/> Element 1: Transparency and Disclosure <input type="checkbox"/> Element 2: Notice of fee increase of new fee <input type="checkbox"/> Element 3: Contract Cancellation <input type="checkbox"/> Element 4: No Obligation Acceptance <input type="checkbox"/> Element 5: Limited Acceptance -Merchant Choice <input type="checkbox"/> Element 6: Negative Option Acceptance Not Allowed <input type="checkbox"/> Element 7: Renewal of Merchant Agreements 	<ul style="list-style-type: none"> <input type="checkbox"/> Element 8: Discount for Different Payment Methods <input type="checkbox"/> Element 9: Competing Domestic Card Applications <input type="checkbox"/> Element 10: Separation of Payment Card Functions <input type="checkbox"/> Element 11: Provisioning to Devices <input type="checkbox"/> Element 12: Premium Cards <input type="checkbox"/> Element 13: Branding of Cards
<p><u>Please provide a summary of your complaint (Please include all relevant information including dates, details, individuals you interacted with, etc.):</u></p> 	

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