

Complaint handling form for merchant complaints pertaining to the Code

If your complaint pertains to the Code of Conduct for the Credit and Debit Card Industry, you can file a complaint through our website (www.SecuTrans.ca/complaint) and by using the form below or you can call us at **1-877-787-2670 x 500**. You can also write to us at: **SecuTrans Bankcard Service, 3780 14th Ave, Unit 310, Markham, Ontario, L3R 9Y5.**

First name

Last name

Merchant business name

Merchant street address

City

Province/Territory (drop down menu)

Postal code

Phone number

E-mail address

Name of acquirer

Name of payment processor

Merchant ID#

Name of sales representative

The policy element of the Code that the complaint pertains to

Please provide a summary of your complaint