

Merchant Complaint Process

BOCC is committed to providing the best service to our merchants. Branch/Account manager will be the first contact for the merchant to answer any concerns or queries. For this purpose the merchant can call us at:

1-844-669-5566 or fill out the Merchant Complaint Form (as below) and send it back to us at:

Bank of China (Canada)
Merchant Service
Suite 600-50 Minthorn Blvd, Markham, Ontario, L3T 7X8 Canada
Email: service.ca@bankofchina.com

The merchant can also contact the Compliance Officer of the Bank directly at 905-771-2864.

If the above steps do not resolve the complaint to your satisfaction, you can contact UnionPay International (UPI) Canada either by email, fax or to the address below, who will investigate the complaint and attempt to resolve it.

Email: canada@unionpayintl.com
Tel: 416 221 8811 Fax: 416 221 6255
Address: 4950 Yonge Street, Suite 1006, Toronto, ON M2N 6K1, Canada

Bank of China (Canada) is also a member of the independent Ombudsman for Banking Services and Investments (OBSI). In the event that the merchant is still not satisfied, you can contact the OBSI at:

Ombudsman for Banking Services and Investments (OBSI)
P.O. Box 896 Station Adelaide
Toronto, ON, M5C 2K3
Toll-free Telephone: 1.888.451.4519 Greater Toronto area 416.287.2877
Toll-free Fax: 1.888.422.2865 Greater Toronto area 416.225.4722
Email: ombudsman@obsi.ca
Website: www.obsi.ca

If the merchant considers that its complaint is related to a potential compliance violation of a consumer provision, the merchant can also contact the Financial Consumer Agency of Canada (FCAC) at:

Financial Consumer Agency of Canada
6th floor, Enterprise Building
427 Laurier Avenue West, Ottawa, ON, K1R 1B9
Telephone: 1-866-461-3222
Facsimile: 1-866-814-2224
Email: info@fcac-acfc.gc.ca
Web Site: www.fcac.gc.ca

Merchant Complaint Form

1. Contact Information			
Contact Name		Date	
Phone Number		Fax Number	
Mailing Address			
Email Address			
Merchant Name			
Merchant ID			
Location(s)			
2. Complaint Details			
Please fill in the details of your complaint			

Note: We will acknowledge the receipt of your complaints within 5 business days. Your complaint will be responded to within 90 days upon receipt by BOCC at the contact information provided in this Merchant Complaint Form. We will inform UnionPay International (UPI) in writing of the aggregate number of any Code-related complaints, the nature of the merchant complaints, and the outcomes on a semi-annual basis.