
FORIS DAX CAN ULC

From CAO-Simo <cao-simo@obsi.ca>

Date Fri 2025-08-15 3:39 PM

To mlepore@hotmail.com <mlepore@hotmail.com>

Dear Mark Lepore:

Thank you for contacting the Ombudsman for Banking Services and Investments (OBSI) and giving us the opportunity to review your complaint against FORIS DAX CAN ULC. To begin our review of your complaint, we require copies of:

1. The complaint letter you sent to FORIS DAX CAN ULC, or the date on which you called in to make your complaint
2. The final decision letter from FORIS DAX CAN ULC's complaint-handling office

Please send this information, along with any other supporting documents, within the next 14 days to: 20 Queen Street West, Suite 2400, P.O. Box 8, Toronto ON M5H 3R3, or by email to cao-simo@obsi.ca

We will contact you once we have reviewed these documents to let you know what will happen next. Please note we are currently experiencing higher than normal volumes and we will be in touch as soon as possible.

Sincerely,

Simo B

Case Assessment Officer / Agent, Évaluation de dossiers

OBSI / OSBI

T: 1.888.451.4519

F: 416.225.4722 / 1.888.422.2865

www.obsi.ca



OBSI OMBUDSMAN FOR BANKING
SERVICES AND INVESTMENTS
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