
RE: FORIS DAX CAN ULC

From CAO-Simo <cao-simo@obsi.ca>
Date Wed 2025-08-20 8:17 PM
To Mark Lepore <mlepore@hotmail.com>
Cc Gabrielle B <gabrielleb@obsi.ca>

Dear Mark,

Thank you for your response. We are currently awaiting the documents that you'll be sending this week.

With regard to your request, please note that OBSI does not use employee ID numbers. My name and email address are sufficient for identification purposes, as I am the only Simo at OBSI. My manager, Gabrielle, has been copied on this email for your reference.

Please let us know once the documents have been sent.

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
OSBI OMBUDSMAN DES SERVICES
BANCAIRES ET D'INVESTISSEMENT

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From: Mark Lepore <mlepore@hotmail.com>
Sent: August 18, 2025 5:05 PM

To: CAO-Simo <cao-simo@obsi.ca>

Subject: Re: FORIS DAX CAN ULC

Yes, I can provide direct attachments this week, however, I will still need your supervisors name, contact information, and your employee ID number please.

Best regards,
Mark Lepore

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

Sent: August 18, 2025 7:45 PM

To: Mark Lepore <mlepore@hotmail.com>

Subject: RE: FORIS DAX CAN ULC

Dear Mark Lepore:

Thank you for your response.

We have received your report, however, please note that it contains links to an external Google Drive. Unfortunately, we are unable to access content hosted on external cloud platforms due to our IT security policy and compliance procedures.

To proceed with your file, please provide the following information directly in your reply or as attachments:

1. The date on which you contacted FORIS DAX CAN ULC support to submit your complaint. (Please include a screenshot of the complaint you submitted through the Crypto.com app)
2. The final decision letter from FORIS DAX CAN ULC's complaint-handling office.

Once we receive these items, we'll be able to continue reviewing your case.

Sincerely,

Simo B

Case Assessment Officer / Agent, Évaluation de dossiers

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From: Mark Lepore <mlepore@hotmail.com>

Sent: August 16, 2025 10:28 AM

To: CAO-Simo <cao-simo@obsi.ca>

Subject: Re: FORIS DAX CAN ULC

Dear Simo B,

Have you reviewed the attached documentation to this complaint?

1. All official correspondence between Crypto.com, the "complaint letter" being submitted to Crypto.com through their official application being made with an official Crypto.com support representative. The links to the images of discussions of the complaint between Crypto.com and I can be downloaded for your review.
2. Please forward your full name, employee ID number, as well as the full name of your superior, and your superiors ID number, and email as well.
3. If you still require a print of the "official documentation" and for it to be delivered in print, please forward to me personally.

Best regards,
Mark Lepore

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

Sent: August 15, 2025 3:39 PM

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

Subject: FORIS DAX CAN ULC

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

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