
FW: FORIS DAX CAN ULC

From OBSI / OSBI Assistance <ombudsman@obsi.ca>
Date Tue 2025-08-26 5:29 PM
To mlepore@hotmail.com <mlepore@hotmail.com>

Good afternoon,

My name is Laura and I am one of the Managers of the Case Assessment Team. Your email was forwarded to me for review.

Please note that as per regulatory requirements, each financial institution has up to 90 days from receipt of a formal complaint to conduct their review and to provide you with their final response. For more information on the complaint-handling process for investment firms, please visit the CISO website at [How to Make a Complaint | Canadian Investment Regulatory Organization](#).

As per Simo's email dated August 18th, to begin our review of your complaint we require copies of:

1. The original complaint letter you sent to Foris DAX or the date on which you called in to make your complaint
2. The final decision letter from the Foris DAX complaint-handling office

Please send this information as attachments to your email to ombudsman@obsi.ca and we will be in touch to discuss next steps.

Sincerely,

Laura Smith
Manager, Case Assessment

OBSI / OSBI

T: 1.888.451.4519 x 2241

F: 1.888.422.2865

lsmith@obsi.ca

www.obsi.ca

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From: Mark Lepore <mlepore@hotmail.com>

Sent: August 23, 2025 8:42 AM

To: Gabrielle B <gabrielleb@obsi.ca>

Subject: Re: FORIS DAX CAN ULC

Good day Gabrielle,

In regards to my submission to the Ombudsman, this is a formal complaint in regards to your agent "Simo B".

I have provided a comprehensive document outlining the dates, times, illegal movement of my funds / investments, theft, and fraud in regards to FORIS DAX CAN ULC (operating as Crypto.com) to your agent, and the response received from "Simo B", I quote

- "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"

To note

1. No formal call, or complaint letter is required to an entity registered with the Securities commission operating in Ontario, only clear evidence that official business channels were used to initiate a complaint, and resolution was followed up on in a timely fashion. Typically 9 days is sufficient in cases of clear evidence.
2. No formal decision letter from FORIS DAX CAN ULC is required from an official support channel in which the evidence was provided for corrective measures.

In the matter of note 2, requesting a formal decision letter, is highly suspicious behavior which can be misconstrued, and seen, as potential collusion between a government agency and a private investment entity.

In the matter of 1, the official address of FORIS DAX CAN ULC is in the USA, which leads to what seems is an empty office. Crypto.com does not have a phone number for a "official complaint". Crypto.com uses an app controlled complaint filing and reporting system which your agent did not accept information from which is again, highly suspicious behavior.

While the Ombudsmans office is in general immune from court trials, in situations where clear evidence provided is ignored, or disregarded, there are indeed exceptions, and the evidence I am presenting to the Ombudsman office in regards to Crypto.com is overwhelming in the case of fraud, negligence, and failure to follow Ontario regulations for securities / assets / access to legal tender.

This is a formal complaint letter to resolve the outstanding matter with agent "Simo B". After asking for your contact information (his superiors contact information), his current change of reasoning is that images and supporting evidence can't be downloaded from my google drive, is suspicious at best due to him not stating as such during our initial correspondence. That said, and notwithstanding, the images will be attached to the next email for you and your agents review.

I trust these matters will be taken seriously, and in accordance to proper procedure on the matter, not only for myself, but for other Canadians who have been defrauded in matters between MEXC, and now what highly seems in collusion with FORIS DAX CAN ULC.

Best regards,
Mark Lepore

From: CAO-Simo <cao-simo@obsi.ca>
Sent: August 20, 2025 8:17 PM
To: Mark Lepore <mlepore@hotmail.com>
Cc: Gabrielle B <gabrielleb@obsi.ca>
Subject: RE: FORIS DAX CAN ULC

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

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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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