Outlook

Re: FORIS DAX CAN ULC

From Mark Lepore <mlepore@hotmail.com>
Date Sat 2025-08-16 2:27 PM
To CAO-Simo <cao-simo@obsi.ca>

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, employeee 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

OBSI / OSBI
T: 1.888.451.4519
F: 416.225.4722 / 1.888.422.2865
www.obsi.ca

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