



# Merchant Solutions Code of Conduct Complaint Form

Thank you for escalating your complaint pertaining to the Code of Conduct for the Payment Card Industry in Canada. Your satisfaction is the basis of our business, and we want to provide you with the best experience we can when you do business with TD Merchant Solutions, by addressing your complaint as quickly and effectively as possible.

To assist us in understanding and reviewing your complaint, please complete all fields below, including providing copies of any supporting documentation (i.e., agreements, statements, and correspondence). Please note, the information you provide may be shared with other parties (i.e., a payment processor, equipment provider, financial institution, or Payment Card Network Operator) to assist us in responding to your complaint.

Following receipt of your complaint we will provide you with:

- Confirmation that we received your complaint within five (5) business days.
- Provide our final decision in writing to your complaint within twenty (20) business days, including:
  - A summary of your complaint;
  - The final result of our investigation;
  - The final decision, including an explanation; and
  - Information on how you can further escalate your complaint in the event of an unsatisfactory outcome.

If we cannot provide a response to you within twenty (20) business days, we will inform you of the reason for the delay and our expected response time.

## Tell Us About Yourself

Merchant Business Name		Merchant #	
Merchant Street Address	City	Province/Territory	Postal Code
Name of person submitting the complaint*	Phone #	E-mail Address	

## Tell Us About Your Complaint

Name of your acquirer<sup>1</sup>:    TD Merchant Solutions    Other    Specify:

Name of your acquirer representative:

Date you spoke with your acquirer representative:

What policy element(s) of the Code does your complaint pertain to? (Select all that apply)     1    2    3    4    5    6    7    8    9    10    11    12    13

Please provide a detailed summary of your complaint:

Send the completed form, including any additional supporting documents, to us by:

Email at [TDMSCODE@td.com](mailto:TDMSCODE@td.com)

Mail to TD Merchant Solutions, P.O. Box 300, TD Centre, Toronto, Ontario M5K 1K6

\* Please note that we are only able to discuss matters relating to a TD Merchant Solutions agreement with an authorized signing officer/principal of your organization and may direct our response to an authorized person as appropriate.

<sup>1</sup> Acquirer is defined as an entity that enables merchants to accept payments by Payment Card, either by way of a direct contractual relationship with a Payment Card Network Operator (e.g., as an acquiring entity) or via sponsorship by an acquiring entity (e.g., as an agent of an acquiring entity).