

Natixis Canada Branch is a member of the Ombudsman for Banking Services and Investments (“OBSI”).

The OBSI can be contacted in the following manner:

Phone: 1 (888) 451-4519

Email: ombudsman@obsi.ca.

Website: <https://www.obsi.ca/en/index.aspx>

Natixis Canada Branch is subject to the regulation of Financial Consumer Agency of Canada (FCAC).

The FCAC can be contacted

Phone:

For service in English: 1-866-461-FCAC (3222)

For service in French: 1-866-461-ACFC (2232)

For calls from outside Canada: 613-960-4666

*Information officers are available from Monday to Friday, between 8:30 a.m. and 5:00 p.m., Eastern Time.

Teletypewriter (TTY): 1-866-914-6097 / 613-947-7771

Video Relay Service: FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC. Visit [Canada VRS](#) to learn more.

Mailing address:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 6th Floor
Ottawa ON K1R 1B9

Website : <https://www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html>