



April 25 , 2023

**Confidential**

Jacob Lloyd Deveaux  
211- 8601 Southfort Blvd  
Fort Saskatchewan, AB  
T8L 0K2

CIBC Reference No.: 08295550

Dear Jacob Lloyd Deveaux:

This letter is in reference to your complaint of February 8, 2023 regarding CIBC Deposit Account 00059/\*\*\*\*481.

Thank you for contacting CIBC and giving us an opportunity to address your concern. You expressed dissatisfaction the above-noted account was assigned to the agency, *Financial Debt Recovery*. We are sorry you had to engage us under these circumstances and would like to share the following information.

CIBC Deposit Account 00059/\*\*\*\*481 was overdrawn \$1,240.00 and subsequently, assigned to *Financial Debt Recovery* on February 8,2023. Based on our review, unauthorized transactions were completed on an account at another Financial Institution and as a result, the balance owing on the aforementioned credit card were from multiple Non-Sufficient Funds (NSF) transactions and interest levied on the overdrawn amount.

To resolve this, we have agreed you are no longer responsible for the balance on CIBC Deposit Account 00059/\*\*\*\*481 for the period of January 1,2021 through April 10,2022 . Subsequently, we received confirmation from Equifax and TransUnion on March 30 and April 25 2023 there are no derogatory remarks added to your credit bureau as a result of this incident. We apologize for the frustration this caused and if there is anything additional we can support you with, please contact us.

This now concludes our review and your complaint is resolved with our office. Should you remain dissatisfied, please contact me directly or review our brochure, *Our Service Commitment to You*, which includes our complaint handling process and how we will work with you to make it right. The brochure can be found at any CIBC Banking Centre or online at [www.cibc.com/complaints](http://www.cibc.com/complaints).

**Our Service Commitment to You**

We appreciate your business and make every reasonable effort to reach a mutually agreeable resolution, however, if you are still dissatisfied, you may appeal the decision to the CIBC Client Complaint Appeals Office (CCAO) or Ombudsman for Banking Services and Investments (OBSI).

The CCAO is part of CIBC. Its mandate is to review your complaint and provide an objective and unbiased response to resolve the issue. The CCAO is not an independent dispute resolution service and to remain impartial, they do not report into any business area. It can take the CCAO 3 to 5 weeks to complete an investigation depending on the nature and complexity of your complaint. Any statutory limitation periods that apply to your case will continue to run while the CCAO reviews your complaint, which may impact your ability to begin civil action. You can contact the CCAO by:

Phone 1-888-947-5207

Online <https://www.cibc.com/appeal>  
Email [clientcomplaintappeals@cibc.com](mailto:clientcomplaintappeals@cibc.com)  
Mail CIBC Client Complaint Appeals Office, PO Box 342 Commerce Court Toronto, Ontario M5L 1G2

The OBSI is independent of CIBC and may review your complaint about banking services or investments. Where appropriate, the OBSI may ask the CCAO to help them find the earliest possible resolution to your complaint. The OBSI reserves the right to decline requests after six months from escalating to the CCAO. You can reach the OBSI by:

Phone 1-888-451-4519  
Fax 1-888-422-2865  
Email [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)  
Online [www.obsi.ca](http://www.obsi.ca)  
Mail Ombudsman for Banking Services and Investments, 20 Queen Street West, Suite 2400, PO Box 8, Toronto, Ontario M5H 3R3

Thank you for choosing CIBC.

Sincerely,

Barbra Piwinski  
Case Manager, CIBC Client Care  
Tel.: 1-800-465-2255, Ext.: 0142