



Complaint Handling Form Pertaining to the Code of Conduct

If you have a concerns pertaining to the Code of Conduct for the Credit and Debit Card Industry, you may contact us through a variety of channels:
Our toll free number at 1-800-834-7790, Fax: 703-421-9158 support@etsms.com or by mail at: ETS Corporation: 10 Pidgeon Hill Drive Suite# 200 Sterling, VA 20165- USA

Merchant Business Name

Contact Name

Street Address

Email Address

City/ Province /Territory

Postal Code

Phone Number

Name of Acquirer

Date Merchant spoke with Acquirer

ETS
Payment Processor

Merchant Number (MID)

Name of Acquirer Representative

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 11 / 12 / 13

Please Circle the Policy Element that Complaint Pertains to

Following receipt of your complaint we will acknowledge receipt of your complaint within five (5) business days and provide our final decision in writing within thirty (30) days of receiving the merchant complaint along with:

- ✓ A summary of the complaint
- ✓ The final result of the investigation
- ✓ Explanation of the final decision
- ✓ Information on how to further escalate your complaint in the event of an unsatisfactory outcome

If we cannot provide a response to you within the above listed timeframes, you will be informed of the delay, reason for the delay and the expected response time. To assist us in reviewing your complaint, please submit the form with all pertinent information.

If you believe that our conduct is contrary to the Code and feel your concerns regarding our products or services have not been adequately addressed, you may report the issue to your acquirer of record to file a Code of Conduct Complaint.

To file a Code of Conduct concern: **Web:** www.peoplescardservices.com **Telephone:** 1-844-304-2083 **Email:** merchantacquiring@peopletrust.com

Please visit the Financial Consumer Agency of Canada's website for more information on [merchant rights under the Code of Conduct for the Credit and Debit Card Industry in Canada](#).