



Thank you for escalating your complaint pertaining to the Code of Conduct for the Credit and Debit Card Industry. 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 Services, 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 from card payment provider). Please note, the information you provide may be shared with other parties (i.e. your payment card processor or financial institution, or Payment Card Networks) 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 ninety (90) days, including:
 - A summary of your complaint;
 - The final result of our investigation;
 - Explanation of our final decision; 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 90 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 acquirer¹: TD Merchant Services Other Specify: _____

Name of your payment processor²: TD Merchant Services 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
- Mail to TD Merchant Services, 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 Services agreement with an authorized signing officer/principal of your organization, and may direct our response to an authorized person as appropriate.

1. Acquirer is defined as the company that you have an agreement with to process your debit/credit card payments.

2. Payment Processor is defined as the company that processes your debit/credit card payments, where there is no agreement in place.