



Complaints Form

OFX would like the opportunity to receive and resolve your complaint to the best of our ability.

In order to facilitate your complaint receipt and resolution we ask that you complete the below fields and email the completed form to **customer.service@ofx.com**

Contact Information

Full Name

Customer Type (select one)

☐

Business/Corporate

☐

Individual/Consumer

Phone Number

Email

Username or Client Reference Number

Type of Complaint (select the most applicable)*

* If 'Request to escalate for 3rd party resolution' is selected, please include the original complaint details in the below summary box, including the original complaint ID provided by OFX.

Please provide a summary of your complaint, including an explanation of the desired outcome and any specific details you are able to provide. OFX will acknowledge your Complaint, and may reach out for additional detail to ensure the matter is properly and timely resolved.

Telephone: +1 800 680 0750

Email: customer.service@ofx.com

Website: www.ofx.com

Address: Suite 1002, 145 King St West, Toronto, ON, M5H 1J8, Canada