

Harmed Investors Deserve Better



Did You Know?

In Canada, investment firms can *refuse* to compensate harmed investors—even when the financial ombudsman recommended it.



The Problem

The Ombudsman for Banking Services and Investments (OBSI) **can only recommend** compensation—**its decisions are not binding**. That means firms can ignore fair rulings, leaving investors with unfair “take-or-leave-it” offers, or nothing at all.



What is Binding Authority?

It means investment firms **cannot reject an ombudsman’s compensation decisions** or pressure investors to accept low offers. Countries such as the UK, Australia, and Ireland already have it. **Canada still lags behind.**



The Numbers (2019 – 2023)

- **\$1.1+ million** in OBSI-recommended compensation went unpaid.
- In cases over \$100,000: **50% of investors** received **less than** recommended, and payouts averaged **44% below** fair levels.



Take Action!

Demand fairness for Canadian investors. Tell the **Canadian Securities Administrators** and your **MPP**: “*We need binding authority for OBSI!*”

Use the hashtag: **#FairCompensationNow**



Who We Are

We’re a **coalition of concerned advocates** standing up for millions of Canadians:

- Families saving for their children’s education and planning for the future.
- Retirees depending on fair investment returns.

Coalition includes: FAIR Canada * Canadian Association of Retired Persons (CARP) * Prosper Canada * Public Interest Advocacy Centre (PIAC) * Investor Protection Clinic and Future of Law Lab, University of Toronto Faculty of Law * Consumers Council of Canada * CFA Societies Canada * Kenmar Associates * The Investor Protection Clinic at Osgoode Hall Law School * CanAge

Helpful Resources

- [How the Complaint Process Works](https://www.obsi.ca), Website: [OBSI.ca](https://www.obsi.ca)
- [Getting Your Money Back – Complaint Guide](https://www.faircanada.ca), Website: [FAIRCanada.ca](https://www.faircanada.ca)

#FairCompensationNow