

Code of Conduct for the Credit and Debit Card Industry in Canada Complaint Handling Form

Entrata is dedicated to providing excellent service. We are committed to observing the Code of Conduct for the Credit and Debit Card Industry in Canada (<https://www.canada.ca/en/financial-consumer-agency/services/industry/laws-regulations/credit-debit-code-conduct.html>).

If you believe that Entrata Merchant Services is not complying with a particular element of the Code of Conduct, please complete the below form, and email the completed form to merchantservices@entrata.com. If applicable, please include any supporting documents in your email.

Fields marked with an asterisk* are required:

Merchant Information

First and Last Name*

Merchant Business Name*

Merchant Street Address*

City*

Province/Territory*

Postal Code*

Merchant Number*

Telephone Number*

Email Address*

Code of Complaint Details

Date merchant spoke with Entrata

Name of Entrata Representative

The policy element of the Code that the complaint pertains to*

Please provide a summary for your complaint:

Date Complaint Reported (MM/DD/YYYY)*

By Submitting this form, you agree that Entrata Canada may contact you to discuss your Code of Conduct escalation.