

The Corporation of the Township of Bonnechere Valley

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BMO TOWN HALL MEETING NEXT STEPS

CONTACT THE COMMISSIONER OF THE FINANCIAL CONSUMER AGENCY OF CANADA

Phone:

For service in English: 1-866-461-FCAC (3222)
For service in French: 1-866-461-ACFC (2232)

Mailing address:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 5th Floor
Ottawa ON K1R 7Y2

For more information on contacting the Commissioner of the Financial Consumer Agency of Canada, please visit: <https://www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html>

SUBMIT IN WRITING TO

Bank of Montreal - Customer Complaint Appeal Office (CCAO)
1 First Canadian Place P.O. Box 150
Toronto, ON, M5X 1H3
T.: 1-800-371-2541
E.: complaint.appeal@bmo.com

OTHERS TO CONTACT

- The Honourable Lisa M Thompson Minister of Rural Affairs minister.mra@ontario.ca
- The Honourable Raymond Cho Minister for Seniors and Accessibility
MinisterSeniorsAccessibility@ontario.ca
- The Honourable Stephen Crawford Minister for Public and Business Service Delivery and Procurement stephen.crawford@ontario.ca
- Financial Services Regulatory Authority of Ontario contactcentre@fsrao.ca
- The Honourable François-Philippe Champagne Minister of Finance and National Revenue minister-ministre@fin.gc.ca
- The Honourable Wayne Long Secretary of State (Canada Revenue Agency and Financial Institutions) secretaryofstate-secretairedetat@fin.gc.ca

- Ombudsman for Banking Services and Investments (OBSI) ombudsman@obsi.ca
- BMO Accessibility Officer accessibility.accessibilite@bmo.com
- Vanessa Lewerentz, BMO Chief Inclusion Officer vanessa.lewerentz@bmo.com

Curious about what to say when you call or write in? See some sample wording below:

I am respectfully requesting your intervention regarding the planned closure of the Bank of Montreal (BMO) branch in our community. This branch has served the area for 127 years. If this closure proceeds, the nearest bank branch will be more than 45 minutes away by car. This will create a significant barrier to essential financial services for many of us.

This decision will have a profound impact on our local Mennonite community, who travel by horse and buggy, as well as our large senior population, Indigenous residents in our neighboring community of Pikwakanagan, local veterans, and other vulnerable groups. The closure will also have serious consequences for cash-based businesses within our community who rely on daily access to banking services. Access to in-person banking is not a convenience but a necessity, and the loss of a local branch will severely limit the ability to manage finances safely and independently, as well as damage the local economy.

There is also concern about overlooking of rural communities and their unique needs. In the context of the current economic climate, there is a growing trend of Canadian banks shifting services to the United States. BMO itself is closing rural branches in Ontario while investing in approximately 150 branches in California, raising serious concerns about equitable access to financial services for Canadian rural communities.

Thank you for considering this request.