

Code of Conduct Complaint Form

If your complaint pertains to the Code of Conduct for the Credit and Debit Card Industry, you can file a complaint by using the form below, downloading the form here or you can call us at 1-855-833-8300.

You can also write to us at:

Payplus Corporation, 505 Consumers Rd, Suite 706, Toronto, Ontario, M2J 4V8.

Following receipt of your complaint we will:

- Acknowledge receipt of your complaint within five business days.
- Provide our final decision within 30 days of receiving your complaint, along with:
- A summary of the complaint;
- The final result of the investigation;
- Explanation of the final decision; and
- Information on how to further escalate your complaint in the event of an unsatisfactory outcome, along with the complaint handling form.

If we cannot provide a response within 30 days you will be informed of the delay, reason for the delay, and the expected response time.

First Name		Last name	
Merchant		MID	
Address		City	
Prov.		Postal	
Phone		Email	
Salesman			
Code Issue			
Summary			