

## Other Regulatory Bodies

### **British Columbia Securities Commission (BCSC)**

The British Columbia Securities Commission is the independent provincial government agency responsible for regulating capital markets in British Columbia through the administration of the Securities Act.

Telephone: 604-899-6500

Toll-Free: 1-800-373-6393

[www.bcsc.bc.ca](http://www.bcsc.bc.ca)

### **BC Financial Services Authority (BCFSA)**

BC Financial Services Authority (BCFSA) is responsible for the day-to-day regulation of private sector insurers operating in British Columbia. They ensure that insurers are properly authorized; supervise insurers and address solvency concerns with their operations; and address statutory market conduct issues. They are also responsible for the regulation of mortgage brokers.

Their work includes addressing:

- Complaints against insurance companies, but they do not resolve individual claims disputes
- Tied Selling
- Unlicensed Activity

Telephone: 604-660-3555

Toll Free: 1-866-206-3030

[www.bcfsa.ca](http://www.bcfsa.ca)

### **Consumer Protection BC**

Consumer Protection BC is the regulator of a variety of sectors and specific types of consumer transactions in British Columbia. The organization licenses and inspects regulated businesses, responds to consumer inquiries, investigates alleged violations of consumer protection laws and educates consumers and businesses about their rights and responsibilities

Toll Free: 1-888-564-9963

[www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

### **Investment Industry Regulatory Organization of Canada (IIROC)**

IIROC is the national self-regulatory organization and representative of the securities industry. IIROC's role is to foster fair, efficient and competitive capital markets by encouraging participation in the savings and investment process and by ensuring the integrity of the marketplace

Vancouver Telephone: 604-683-6222

Toll-Free: 1-877-442-4322

[www.iiroc.ca](http://www.iiroc.ca)

### **Mutual Fund Dealers Association of Canada (MFDA)**

The MFDA is the self-regulatory organization for mutual fund dealers. The MFDA is responsible for regulating the operations, standards of practice and business conduct of its Members and their representatives with a view to enhancing investor protection and strengthening public confidence in the Canadian mutual fund industry.

Telephone: 604-694-8840

[www.mfda.ca](http://www.mfda.ca)

### **Office of the Superintendent of Financial Institutions of Canada (OSFI)**

The Office of the Superintendent of Financial Institutions of Canada regulates and supervises more than 400 federally regulated financial institutions and 1,200 pension plans to determine whether they are in sound financial condition and meeting their requirements.

Federally regulated financial institutions include all banks in Canada, and all federally incorporated or registered trust and loan companies, insurance companies, cooperative credit associations, fraternal benefit societies and private pension plans. OSFI's scope of regulation does not include consumer or consumer-related issues or the securities sector, which are the responsibility of other agencies, both federal and provincial.

Toll-Free: 1-800-385-8647

[www.osfi-bsif.gc.ca](http://www.osfi-bsif.gc.ca)

### **Real Estate Council of British Columbia**

The Real Estate Council of British Columbia is the licensing and regulatory body for BC Real Estate Agents and Strata Managers.

Telephone: 604-683-9664

Toll-Free: 1-877-683-9664

[www.recbc.ca](http://www.recbc.ca)

**Vehicle Sales Authority of British Columbia (VSA)**

Regulates motor vehicle dealerships, agents, and salespersons

Telephone: 604-574-5050

Toll Free: 1-877-294-9889

[www.mvsabc.com](http://www.mvsabc.com)