

Content on this page has been transferred from the Financial Services Commission of Ontario (FSCO) site as a PDF for reference. Links that appear as related content have also been transferred and can be found at the end of this document.

## Unauthorized FSCO Responses to Kijiji Ads

**October 20, 2014**

It has recently come to the attention of the Financial Services Commission of Ontario (FSCO) that mortgage brokers or agents advertising on Kijiji have received unauthorized e-mail responses purported to be from FSCO.

Here is an example of the type of communications mortgage brokers or agents have received via Kijiji:

**From: Financial Services Commission of Ontario (contactcentre@fSCO.gov.on.ca)**

**We have received your ad and find it to be in contravention of FSCO's advertising guidelines. You must remove this ad immediately or be subject to a fine and/or loss of license.**

**Financial Services Commission of Ontario.**

**You can respond to "Financial Services Commission of Ontario (contactcentre@fSCO.gov.on.ca)" by replying to this email.**


Even though they include the correct FSCO contact centre e-mail, messages such as these are not legitimate communications from FSCO.

FSCO does not use contactcentre@fSCO.gov.on.ca to write to mortgage brokers or agents for compliance purposes.

**FSCO does not contact mortgage brokers or agents through a messaging system such as Kijiji.**

FSCO may contact mortgage brokers or agents directly via telephone or e-mail for information gathering purposes. If FSCO's contact centre contacts any licensee, the staff member who initiates the communication will always be identified, providing their name, title and contact information.

If you believe you have received an unauthorized FSCO response about a Kijiji ad, or want to report a mortgage brokering ad that may be a contravention of the law, you can send FSCO a copy, screen-grab or photograph of the ad, along with its location and the date and time you received or viewed it. This information can be sent to [contactcentre@fSCO.gov.on.ca](mailto:contactcentre@fSCO.gov.on.ca).

If you are a mortgage broker or agent, familiarize yourself with the [mortgage brokerages standards of practices regulation](#)  and [compliance checklists](#) to ensure you know the legal requirements before posting any public relations material.

Only a licensed Ontario mortgage brokerage, administrator, broker or agent can provide information and advice on the risks involved in borrowing, lending or investing for different

mortgage products.

## **Contact**

### **Media inquiries**

Aisha Silim

Phone: 416-226-7795

Email: [Aisha.Silim@fsco.gov.on.ca](mailto:Aisha.Silim@fsco.gov.on.ca)

### **Public inquiries**

1-800-668-0128

[contactcentre@fsco.gov.on.ca](mailto:contactcentre@fsco.gov.on.ca)

## **Additional Information**

[What to Do If You Think You are a Victim of a Scam or Fraud](#)