

## OBSI Social Media Community Guidelines

OBSI uses social media platforms to connect with the public, share insights and information to help Canadian consumers and financial services firms, and educate the public on the services that we provide. We value open and respectful dialogue on our social media platforms and welcome public engagement with the content that we post. To ensure a positive and constructive environment, we ask all those participating in the conversation by commenting, reposting, or otherwise interacting with OBSI's content to adhere to the following guidelines:

- Refrain from making or participating in unacceptable comments. These include:
  - **Abusive Language:** Comments containing hate speech, threats, or offensive language.
  - **Defamation:** False statements about individuals or organizations, including OBSI, that can harm reputations.
  - **Spam:** Repetitive or irrelevant comments, including unsolicited promotions.
  - **Misinformation:** Comments spreading false or misleading information.
  - **Harassment:** Targeting individuals with harassment or bullying.
  - **Disruptive Behavior:** Comments intended to provoke or disrupt constructive discussions.
- Refrain from sharing private information. Do not post anything you would not share with a stranger, including any identifying information that could make you vulnerable to a financial scam.
- We do not open investigations or communicate about open cases through our social media channels. To make a complaint please visit our website at [obsi.ca](https://obsi.ca). To communicate about an open complaint, please contact [ombudsman@obsi.ca](mailto:ombudsman@obsi.ca). While our social media feeds are monitored, our complaint assessment team does not have access to these platforms.

OBSI endeavours to respond to direct questions in a timely manner.

### Enforcement

We reserve the right to block or remove comments that violate these guidelines. Repeat offenders may be banned from our social media platforms.

### Reporting

If you encounter a comment that violates these guidelines, please report it to our moderators for review by emailing [publicaffairs@obsi.ca](mailto:publicaffairs@obsi.ca).