



Financial Consumer Agency of Canada Success Stories



François Leblanc

Budget Advisor, Entraide Budgétaire, Ottawa, ON

François Leblanc works as budget advisor at Entraide Budgétaire, a community organization in Ottawa, Ontario. His role is to help clients who are facing financial difficulties, usually related to debt, late payments or low credit ratings. Together, François and his clients compare the advantages and disadvantages of various options; then, François guides clients so they can make their own informed decisions about which options are best for them, take charge of their financial situation, diminish their stress and move toward healthy personal finances.

He thinks that Financial Consumer Agency of Canada's tools and publications are very useful. "I am always on the lookout for information and tools that may be out there in the personal finance universe," says François. "FCAC and the tools it has developed that are available on the Internet, they nicely complement what we already have. It can be inspiring in some cases, providing ideas that may be useful to me in my work with customers."

François and his team are satisfied when they assist a client in avoiding a financial crisis and help them to see the light at the end of the tunnel.

This Success Story is part of a series. To view FCAC's other Success Stories, please visit moneytools.ca

With educational materials and interactive tools, FCAC provides objective information about financial products and services and informs consumers about their rights and responsibilities when dealing with banks and federally regulated trust, loan and insurance companies. Through its financial literacy programs, FCAC helps Canadians increase their financial knowledge and confidence in managing their personal finances. FCAC also makes sure that federally regulated financial institutions respect the laws and agreements that protect consumers.