



Financial Consumer Agency of Canada Success Stories



Debbie Squier-Bernst

**Insolvency Assistant Administrator,
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Debbie Squier-Bernst is an insolvency assistant administrator at BDO Dunwoody in Thunder Bay, Ontario. She assists people through the bankruptcy and insolvency processes. Debbie draws on her own experience with debt to help her clients, and always strives to treat them with dignity and respect. "I don't want them to feel shame or embarrassed," says Debbie. "I just want them to feel like it's okay to have made a mistake and that there are some things that we can do to help them correct it."

Debbie directs her clients toward the Financial Consumer Agency of Canada's tools and publications. "My all-time favourite resource of theirs is the credit card comparison. Every kind of credit card that is on the market, they have compared them: all the interest rates, the service fees. And so you can make a really informed decision," she says.

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.