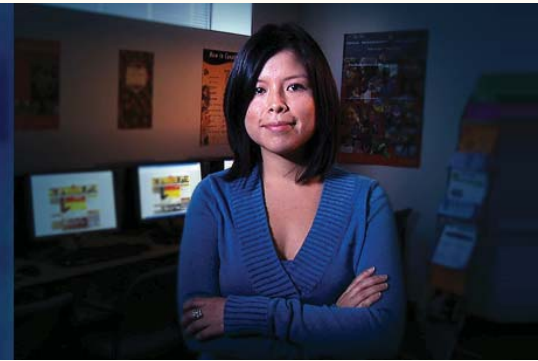




Financial Consumer Agency of Canada Success Stories



Monica Daga

Settlement Worker, Thorncliffe Neighbourhood Office, Toronto, ON

Monica Daga moved to Canada at age 14, where she finished her education. Because of her unfamiliarity with the Canadian financial system, she accumulated a very large student debt. "I had about \$25,000 in debt from student loans and I didn't know how to pay for it, says Monica. "Of course, when you start a new job you want to buy new clothes and you want to have a nice place to live, and so you get more in debt and you are spending money that you don't have." She learned to overcome her debt, and today works as a settlement worker, helping new Canadians integrate into the job market and understand the financial system. She connects families with health centers, financial institutions, housing options and legal services.

Monica teaches her clients about the Financial Consumer Agency of Canada's online tools, as she believes that the information is vital for newcomers, well-presented and thorough. She uses the print versions of the resources for clients who do not have Internet access. She really enjoys working with new Canadians as she and her family have lived the immigrant experience. "It feels great to know that you made a difference to someone; it is really rewarding," 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.