



2022 to 2023 Annual Report on the *Access to Information Act*

From: Financial Consumer Agency of Canada

On this page

- [Introduction](#)
- [Organizational Structure](#)
- [Reading room](#)
- [Delegation Order](#)
- [Performance - Overview](#)
- [Training and Awareness](#)
- [Policies and Procedures](#)
- [Proactive Publication of Information under Part 2 of the ATIA](#)
- [Initiatives and Projects to Improve Access to Information](#)
- [Summary of Key Issues and Actions Taken on Complaints](#)
- [Access to Information Fees for the Purposes of the Service Fees Act](#)
- [Costs](#)
- [Monitoring Compliance](#)
- [Appendix A: Delegation order](#)
- [Appendix B : Statistical report on the Access to Information Act](#)

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Introduction

The Financial Consumer Agency of Canada (FCAC or the Agency) is pleased to submit to Parliament its annual report on the administration of the *Access to Information Act* (the Act or ATIA) for the reporting period commencing on April 1, 2022 and ending on March 31, 2023. This report was prepared and tabled in accordance with section 94 of the Act as well as with section 20 of the *Service Fees Act*.

The Act which took effect on July 1, 1983, gives Canadian citizens, permanent residents, or all individuals who are present in Canada but who are not Canadian citizens or permanent residents within the meaning of

the *Immigration and Refugee Protection Act* and all corporations that are present in Canada, a right to access information contained in government records, subject to certain specific and limited exceptions.

FCAC is a federal government agency that derives its mandate from the *Financial Consumer Agency of Canada Act* (FCAC Act). The FCAC Act outlines the Agency's powers, duties, and functions, and lists the federal laws and regulations under its supervision.

The FCAC Act identifies the objects of the Agency, which are listed in Sections 3(2) and 3(3) at the following link: <https://laws-lois.justice.gc.ca/eng/acts/F-11.1/page-1.html#h-222474>

FCAC's mandate is to protect financial consumers. It achieves this in two primary ways: by supervising federally regulated financial entities and strengthening the financial literacy of Canadians.

In 2022–2023, the Agency renewed its vision and mission statements. The new vision statement, "To be a leader and innovator in financial consumer protection", expresses how the Agency's role as regulator and educator helps it protect financial consumers. The new mission statement, "Protect, Supervise, Educate", embodies the Agency's commitment to protect consumers of financial products and services, supervise federally regulated financial entities, and educate financial consumers to help them make informed decisions and improve their financial literacy. Together, these statements define FCAC's purpose and identity, and affirm its focus on finding ways to improve outcomes for all Canadian financial consumers.

Organizational Structure

The Agency's Commissioner is the designated head of FCAC for the purpose of the Act. The Commissioner has delegated certain authorities under the Act to the positions of Assistant Commissioner, Corporate Services; Access to Information and Privacy (ATIP) Coordinator; and Senior ATIP Advisor. This serves to oversee the administration of the Act within the Agency and ensures compliance with the legislation including *Part 2 - Proactive Publication of Information*. FCAC has one Senior ATIP Advisor and uses consultants as necessary to fulfill its obligations.

The ATIP Coordinator, is accountable for the development, coordination and implementation of effective Agency policies, guidelines, systems, and procedures relevant to the Act. This ensures that the Agency's responsibilities and obligations are met and that there is appropriate processing and proper protection, and that the disclosure of information are made in accordance with the Act.

The main activities of the ATIP Coordinator (Director, Finance and Administration, Corporate Services) include:

- processing requests pursuant to the Act;
- developing and maintaining policies, procedures, and guidelines to ensure that FCAC comply with its responsibilities and obligations under the Act;
- promoting awareness of the Act to ensure FCAC's responsiveness to the obligations imposed on the government;
- monitoring FCAC's compliance with the Act, regulations, and relevant procedures and policies;
- preparing annual reports to Parliament and other statutory reports, as well as other material that may be required by central agencies;

- representing FCAC in dealings with the Treasury Board of Canada Secretariat (TBS), the Office of the Information Commissioner of Canada (OIC) and other government departments and agencies regarding the application of the Act as it relates to the Agency; and
- supporting FCAC in meeting its commitments in relation to greater openness and transparency through proactive disclosure of information and the disclosure of information through informal avenues.

FCAC was not party to any service agreements under section 96 of the ATIA during this reporting period.

The main responsibilities regarding *Part 2- Proactive Publication of Information* are separated among the procurement, finance, human resources and ATIP teams in order to ensure that each proactive publication requirement is met.

Reading room

The Agency has provided space for a reading room where the public may consult documents, at the following address:

- Enterprise Building - 427 Laurier Avenue West, 5th Floor Ottawa, Ontario

Delegation Order

The Delegation Order sets out the powers, duties, and functions for the administration of the Act that have been delegated by the Agency's Commissioner as the head of the institution. The Delegation Order is attached as Appendix A.

Performance - Overview

The Statistical Report for 2022-2023 is attached as Appendix B.

Requests

During this reporting period, the Agency responded to 100% of the requests received by FCAC within the legislative timeline.

The Agency carried over one request from the previous year and received four new requests. Within this reporting period, all requests were responded within legislated timelines including the one request carried over from previous fiscal year. Therefore, no request has been carried over to the 2023-2024 reporting year.

Of the five completed requests, one was completed within 1-15 days and four within 16-30 days. Also, 20% of the completed requests had records which were "all disclosed" and 80% had records which were "disclosed in part".

Complaints

During this reporting period, the Agency had one active complaint from 2016 that was outstanding from the previous reporting period.

Consultations

During this reporting period, the Agency did not receive consultations from other organizations, but did receive 11 consultations from other government institutions. The 11 consultations received were processed within 15 days of their receipt. The Agency recommended that the content be disclosed entirely on 6 consultations, disclosed in part on 2 and exempted entirely for 3 of the consultations.

COVID-19

The Agency's ability to fulfill its *Access to Information Act* obligations and responsibilities during this reporting period were not affected by COVID-19. Therefore, no specific measures were implemented relating to COVID-19.

Training and Awareness

During this reporting period, ATIP training was included as part of the FCAC new employee training session, and a coaching approach was applied with employees involved with the access to information and privacy procedures and *Part 2 - Proactive Publication of Information*. As such, an individual's responsibilities were explained, and the retrieval obligations and workflow were described, and their application monitored.

The Agency also implemented a mandatory training via the Canada School of Public Service for the Office of Primary Interest staff members regarding Access to Information.

In addition, the Agency created an informal ATIP 101 session which has been and will be offered on a regular basis to the Agency's staff.

Policies and Procedures

During this reporting period, the Agency applied the Act and TBS' policies, procedures, and guidelines for the processing of requests along with developing and implementing updated internal access to information request procedures.

Proactive Publication of Information under Part 2 of the ATIA

The Agency is listed in the Schedule I.1 of the *Financial Administration Act*, therefore, subject to the following proactive publications:

- Government Travel, Hospitality Expenses - [Annual Expenditures on Travel, Hospitality and Conferences \(canada.ca\)](#)
- Reports tabled in Parliament - [Open Government Portal \(canada.ca\)](#)
- Contract over \$10,000 - [Search Government Contracts over \\$10,000 \(canada.ca\)](#)
- Grants & Contributions (G&C) over \$25,000 – FCAC does not have G&C funding
- Packages of briefing materials prepared for new or incoming deputy heads or equivalent - [Disclosure of transition binders – Financial Consumer Agency of Canada - Canada.ca](#)
- Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office - [Briefing Note Titles and Numbers \(canada.ca\)](#)
- Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament - [Open Government Portal \(canada.ca\)](#)

FCAC published 100% of their reports within the legislative timelines.

The Agency is updating and implementing its procedures regarding the proactive publication in order to improve the current process.

Initiatives and Projects to Improve Access to Information

In order to modernize the delivery of services, facilitate information management and request processing, the Agency implemented the ATIP Online AOMT V3 as part of its process. Furthermore, the Agency is in the process of acquiring a Request Processing Software Solutions.

Summary of Key Issues and Actions Taken on Complaints

During this reporting period, the Agency received the final report from OIC on the complaint that was outstanding from the previous fiscal period. The OIC recommended that the information be re-assessed, and new information released as appropriate. A final response to the complainant and OIC was provided on May 9th, 2023.

Access to Information Fees for the Purposes of the *Service Fees Act*

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution.

With respect to fees collected under the ATIA, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

Under the ATIA, the Agency collected a total fee revenue of \$20.00 for the 2022-2023 fiscal year. Note that a \$5.00 application fee is the only fee charged for an ATI request. No fees were waived for this fiscal period.

Costs

During this reporting period, the costs incurred by FCAC relating to the application of the ATIA totaled \$265,545.

Monitoring Compliance

FCAC monitors processing times by entering all actions and activities in an electronic database. A timeline for processing is established according to permissible legislated timeframes. This timeline and accompanying workflow were reviewed and adjusted in cases where extensions were required. A report is produced and provided to the ATIP Coordinator on a monthly basis. This is shared with the CFO and Assistant Commissioner, Corporate Services, if and as needed during the year, and with all of senior management on an annual basis.

During this reporting period, no inter-institutional consultation was required, and the Agency did not receive frequently requested types of information, therefore, no monitoring to that effect was required.

The Agency is ensuring measures to support the right of public access to information by entering all information in an electronic database which secures the personal information and remains accessible if an individual wishes to practice is right of access to their personal information.

The Agency monitors the accuracy and completeness of proactively published information by entering all information in electronic databases. A timeline for processing is established according to permissible legislated timeframes. The Agency also produces monthly and quarterly reports depending on the proactively published information.

Appendix A: Delegation order

Access to Information Act Delegation Order

The Commissioner of the Financial Consumer Agency of Canada, pursuant to section 95 of the Access to Information Act, hereby designates the following persons to exercise or perform the powers, duties or functions of the head of the institution set out in the sections of the act indicated next to each position.

Original signed by

Judith Robertson

Commissioner, Financial Consumer Agency of Canada

Date: June 16, 2021

Section of the <i>Access to Information Act</i>	Powers, duties or functions	Position
7	Notice when access requested and Giving access to record	Assistant Commissioner, Corporate Services ATIP Coordinator
8	Transfer of request to another government institution	Assistant Commissioner, Corporate Services ATIP Coordinator

9	Extension of time limits	Assistant Commissioner, Corporate Services ATIP Coordinator Senior ATIP Advisor
10	Where access is refused	Assistant Commissioner, Corporate Services ATIP Coordinator
11	Additional fees	Assistant Commissioner, Corporate Services ATIP Coordinator
12	Language of access and Access in an alternative format	Assistant Commissioner, Corporate Services ATIP Coordinator

13	Exemption – Information obtained in confidence	Assistant Commissioner, Corporate Services ATIP Coordinator
14	Exemption – Federal-Provincial affairs	Assistant Commissioner, Corporate Services ATIP Coordinator
15	Exemption – International affairs and defense	Assistant Commissioner, Corporate Services ATIP Coordinator
16	Exemption - Law enforcement and investigation and Public Servants Disclosure Protection Act	Assistant Commissioner, Corporate Services ATIP Coordinator
16.5	<i>Public Servants Disclosure Protection Act</i>	Assistant Commissioner, Corporate Services ATIP Coordinator

17	Exemption – Safety of individuals	Assistant Commissioner, Corporate Services ATIP Coordinator
18	Exemption – Economic interests of Canada and Economic interests of Canada Post, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	Assistant Commissioner, Corporate Services ATIP Coordinator
18.1	Economic interests of certain government institutions	Assistant Commissioner, Corporate Services ATIP Coordinator
19	Exemption – Personal information	Assistant Commissioner, Corporate Services ATIP Coordinator
20	Exemption – Third-party Information	Assistant Commissioner, Corporate Services ATIP Coordinator

21	Exemption – Operations of government	Assistant Commissioner, Corporate Services ATIP Coordinator
22	Exemption – Testing procedures, tests and audits and Audit working papers and draft audit reports	Assistant Commissioner, Corporate Services ATIP Coordinator
22.1	Internal audits	Assistant Commissioner, Corporate Services ATIP Coordinator
23	Protected information – solicitors, advocates, and notaries	Assistant Commissioner, Corporate Services ATIP Coordinator
23.1	Protected information – patents and trade-marks	Assistant Commissioner, Corporate Services ATIP Coordinator

24	Exemption – Statutory prohibitions	Assistant Commissioner, Corporate Services ATIP Coordinator
25	Severability	Assistant Commissioner, Corporate Services ATIP Coordinator
26	Exception – Information to be published	Assistant Commissioner, Corporate Services ATIP Coordinator
27	Third-party notification	Assistant Commissioner, Corporate Services ATIP Coordinator Senior ATP Advisor

28	Third-party notification	Assistant Commissioner, Corporate Services ATIP Coordinator
33	Advising Information Commissioner of third-party involvement	Assistant Commissioner, Corporate Services ATIP Coordinator
35	Right to make representations	Assistant Commissioner, Corporate Services ATIP Coordinator
37	Notice of actions to implement recommendations of the Information Commissioner and Access to be given to complainant	Assistant Commissioner, Corporate Services ATIP Coordinator
43	Notice to third party (application to Federal Court for review)	Assistant Commissioner, Corporate Services ATIP Coordinator

44	Notice to applicant (application to Federal Court by third party)	Assistant Commissioner, Corporate Services ATIP Coordinator
52	Special rules for hearings	Assistant Commissioner, Corporate Services ATIP Coordinator
82	Travel expenses	Assistant Commissioner, Corporate Services ATIP Coordinator
83	Hospitality expenses	Assistant Commissioner, Corporate Services ATIP Coordinator
84	Report tabled in Parliament	Assistant Commissioner, Corporate Services ATIP Coordinator

85	Reclassification of positions	Assistant Commissioner, Corporate Services ATIP Coordinator
86	Contracts	Assistant Commissioner, Corporate Services ATIP Coordinator
87	Grants	Assistant Commissioner, Corporate Services ATIP Coordinator
88	Briefing materials	Assistant Commissioner, Corporate Services ATIP Coordinator

Appendix B : Statistical report on the Access to Information Act

Name of institution: Financial Consumer Agency of Canada

Reporting period: 2022-04-01 to 2023-03-31

Section 1: Requests under the *Access to Information Act*

1.1 Number of requests

		Number of requests
Received during reporting period		4
Outstanding from previous reporting periods		1
Outstanding from previous reporting period	1	
Outstanding from more than one reporting period	0	
Total		5
Closed during reporting period		5
Carried over to next reporting period		0
Carried over within legislated timeline	0	
Carried over beyond legislated timeline	0	

1.2 Sources of requests

Source	Number of requests
Media	2
Academia	0
Business (private sector)	1
Organization	0
Public	1

Decline to Identify	0
Total	4

1.3 Channels of requests

Source	Number of requests
Online	4
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	4

Section 2: Informal requests

2.1 Number of informal requests

		Number of requests
Received during reporting period		17
Outstanding from previous reporting periods		0
Outstanding from previous reporting period	0	

12	2	0	0	0	0	0	14
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2.4 Pages released informally

Less than 100 pages released		100-500 pages released		501-1000 pages released		1001-500 pages re
Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released	Number of requests
0	0	0	0	0	0	0



2.5 Pages re-released informally

Less than 100 pages re-released		100-500 pages re-released		501-1000 pages re-released		1001-500 pages re
Number of requests	Pages re-released	Number of requests	Pages re-released	Number of requests	Pages re-released	Number of requests
8	0	5	0	0	0	1



Section 3: Applications to the Information Commissioner on declining to act on requests

	Number of requests
Outstanding from previous reporting period	0
Sent during reporting period	0

Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	1	4	0	0	0	0	0	5

4.2 Exemptions

Section	Number of requests
13(1)(a)	0
13(1)(b)	0
13(1)(c)	0
13(1)(d)	0
13(1)(e)	0
14	0
14(a)	0
14(b)	0

15(1)	0
15(1) - I.A.*	0
15(1) - Def.*	0
15(1) - S.A.*	0
16(1)(a)(i)	0
16(1)(a)(ii)	0
16(1)(a)(iii)	0
16(1)(b)	0
16(1)(c)	0
16(1)(d)	0
16(2)	0
16(2)(a)	0
16(2)(b)	0
16(2)(c)	0
16(3)	0
16.1(1)(a)	0
16.1(1)(b)	0
16.1(1)(c)	0
16.1(1)(d)	0
16.2(1)	0
16.3	0

16.4(1)(a)	0
16.4(1)(b)	0
16.5	0
16.6	0
17	0
18(a)	1
18(b)	1
18(c)	0
18(d)	1
18.1(1)(a)	0
18.1(1)(b)	0
18.1(1)(c)	0
18.1(1)(d)	0
19(1)	0
20(1)(a)	0
20(1)(b)	2
20(1)(b.1)	0
20(1)(c)	1
20(1)(d)	1
20.1	0
20.2	0

20.4	0
21(1)(a)	2
21(1)(b)	1
21(1)(c)	1
21(1)(d)	1
22	0
22.1(1)	0
23	1
23.1	0
24(1)	0
26	0

* * I.A.: International Affairs. Def.: Defence of Canada. S.A.: Subversive Activities

4.3 Exclusions

Section	Number of requests
68(a)	0
68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0

69(1)	0
69(1)(a)	0
69(1)(b)	0
69(1)(c)	0
69(1)(d)	0
69(1)(e)	1
69(1)(f)	0
69(1)(g) re (a)	0
69(1)(g) re (b)	0
69(1)(g) re (c)	0
69(1)(g) re (d)	0
69(1)(g) re (e)	0
69(1)(g) re (f)	0
69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	5	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of pages processed	Number of pages disclosed	Number of requests
1279	621	5

4.5.2 Relevant pages processed per request disposition for paper

Disposition	Less than 100 pages processed		100-500 pages processed		501-1000 p processed
	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests
All disclosed	1	9	0	0	0
Disclosed in part	2	20	0	0	2
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0

Disposition	Less than 100 pages processed		100-500 pages processed		501-1000 p processed
	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
Total	3	29	0	0	2

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of minutes processed	Number of minutes disclosed	Number of requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio by size of requests

Disposition	Less than 60 minutes processed		60 - 120 minutes processed		More than minutes p
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests

Disposition	Less than 60 minutes processed		60 - 120 minutes processed		More than minutes p
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
Total	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of minutes processed	Number of minutes disclosed	Number of requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for vide by size of requests

Disposition	Less than 60 minutes processed		60 - 120 minutes processed		More than minutes p
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0

Disposition	Less than 60 minutes processed		60 - 120 minutes processed		More than minutes p
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests
Declined to act with the approval of the Information Commissioner	0	0	0	0	0
Total	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0

Disposition	Consultation required	Legal advice sought	Other	Total
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	0	0	0

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	5
Percentage of requests closed within legislated timelines (%)	100

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal reason			
	Interference with operations/ workload	External consultation	Internal consultation	Other
0	0	0	0	0

4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

4.8 Requests for translation

Translation requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) interference with operations/ workload	9(1)(b) consultation		9(1)(c) third-party notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	0	0	0

5.2 Length of extensions

Length of extensions	9(1)(a) interference with operations/ workload	9(1)(b) consultation		9(1)(c) third-party notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0

Length of extensions	9(1)(a) interference with operations/workload	9(1)(b) consultation		9(1)(c) third-party notice
		Section 69	Other	
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	0	0	0	0

Section 6: Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	4	\$20.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	4	\$20.00	0	\$0.00	0	\$0.00



Section 7: Consultations received from other institutions and organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	11	229	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	11	229	0	0
Closed during the reporting period	11	229	0	0
Carried over within negotiated timelines	0	0	0	0

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Carried over beyond negotiated timelines	0	0	0	0

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	6	0	0	0	0	0	0	6
Disclose in part	2	0	0	0	0	0	0	2
Exempt entirely	3	0	0	0	0	0	0	3
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	11	0	0	0	0	0	0	11

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion time of consultations on Cabinet confidences

8.1 Requests with legal services

Number of days	Fewer than 100 pages processed		100-500 pages processed		501-1000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0
More than 365	0	0	0	0	0	0
Total	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		100–500 pages processed		501-1000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed

Number of days	Fewer than 100 pages processed		100–500 pages processed		501-1000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0
More than 365	0	0	0	0	0	0
Total	0	0	0	0	0	0

Section 9: Investigations and reports of finding

9.1 Investigations

Section 32 notice of intention to investigate	Subsection 30(5) ceased to investigate	Section 35 formal representations
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Section 32 notice of intention to investigate	Subsection 30(5) ceased to investigate	Section 35 formal representations
0	0	1

9.2 Investigations and Reports of finding

Section 37(1) initial reports			Section 37(2) final report	
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner
0	1	0	0	0



Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 – under paragraph 28(1)(b)
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Section 44 – under paragraph 28(1)(b)
0

Section 11: Resources Related to the *Access to Information Act*

11.1 Allocated costs

Expenditures	Amount
Salaries	\$139,982
Overtime	\$0
Goods and services	\$125,563
Professional services contracts	\$125,563
Other	\$0
Total	\$265,545

11.2 Human resources

Resources	Person years dedicated to access to information activities
Full-time employees	0.900
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.720

Resources	Person years dedicated to access to information activities
Students	0.000
Total	1.620

Note: Enter values to three decimal places.

Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Name of institution: Financial Consumer Agency of Canada

Reporting period: 2022-04-01 to 2023-03-31

Section 1: Capacity to receive requests under the *Access to Information Act* and the *Privacy Act*

1.1 Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

Section 2: Capacity to process records under the *Access to Information Act* and the *Privacy Act*

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No capacity	Partial capacity	Full capacity	Total
Unclassified paper records	0	0	52	52
Protected B paper records	0	0	52	52
Secret and top secret paper records	0	0	52	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No capacity	Partial capacity	Full capacity	Total
Unclassified electronic records	0	0	52	52
Protected B electronic records	0	0	52	52
Secret and top secret electronic records	0	0	52	52

Section 3: Open requests and complaints under the *Access to Information Act*

3.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2023	Open requests that are beyond legislated timelines as of March 31, 2023	Total
Received in 2022-2023	0	0	0
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2023	Open requests that are beyond legislated timelines as of March 31, 2023	Total
Received in 2013-2014 or earlier	0	0	0
Total	0	0	0

3.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal year open complaints were received by institution	Number of open complaints
Received in 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	1
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0

Fiscal year open complaints were received by institution	Number of open complaints
Total	1

Section 4: Open requests and complaints under the *Privacy Act*

4.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2023	Open requests that are beyond legislated timelines as of March 31, 2023	Total
Received in 2022-2023	0	0	0
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2023	Open requests that are beyond legislated timelines as of March 31, 2023	Total
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	0	0	0

4.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal year open complaints were received by institution	Number of open complaints
Received in 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0

Fiscal year open complaints were received by institution	Number of open complaints
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	0

Section 5: Social insurance number

Has your institution begun a new collection or a new consistent use of the SIN in 2022-2023?	No
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Section 6: Universal access under the *Privacy Act*

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	0
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Date modified:

2023-11-08