

Redress/Appeals Process – Revised June 6, 2019

Lending Policy

- The CEO shall not fail to review, in good faith, a written request for appeal by a client, whose loan application has been declined. That review will be completed by the CEO within seven business days of receiving the written request for appeal. Should the decision of the CEO, after review, remain unchanged, the CEO will ensure the client is provided the opportunity for a Stage 2 appeal with the Newsask Board of Directors.
- The CEO will provide the written request for a Stage 2 appeal to the Chairperson of the Newsask Board of Directors within three business days of receipt of same. The Chairperson will call a special meeting of the Board to deal with the Stage 2 appeal unless the appeal is received within 5 business days of the next scheduled board meeting; in that case the appeal will be dealt with at that board meeting. All file information will be provided to each member of the Board attending the meeting.