

September 20, 2015

Chair and Members of  
Community and Protective Services Committee

**Re: Pay Day Loan and Cheque Cashing Services**

In order to ensure that consumers have adequate protection and information regarding pay day loan businesses and cheque cashing services, I respectfully request support of the following recommendation:

“That, the Civic Administration BE REQUESTED to report back to the Community and Protective Services Committee with respect to the following matters related to pay day loan businesses and cheque cashing services:

- a) what measures, if any, that are available to the municipality to protect the consumer with respect to costs charged for services provided by pay day loan and cheque cashing businesses;
- b) what measures, if any, that could be taken by the municipality to improve the sharing of information to bring greater awareness to potential customers of pay day loan businesses and cheque cashing services with respect to the costs for the use of such services;
- c) the ability of the municipality to require such businesses to be licensed by the municipality;
- d) providing the location of existing businesses;
- e) providing potential alternatives, if any, that may be available to the municipality to address the barriers in place preventing cashing of cheques and the need for pay day loans; and
- f) providing an update with respect to actions taken by Municipal Council at the meeting of October 3, 2011 related to the attached (Appendix “A”) clause 2 of the 16th Report of the Community and Neighbourhoods Committee.”

Respectfully submitted,

M. Salih  
Councillor, Ward 3

J. Morgan  
Councillor, Ward 7

Appendix "A"

October 4, 2011

Mayor, J. Fontana

C. Howard  
Director of Social and Community Support Services

I hereby certify that the Municipal Council, at its session held on October 3, 2011 resolved:

2. That, on the recommendation of the Director of Social and Community Support Services, with the concurrence of the Executive Director of Community Services, the following actions be taken with respect to reducing the cost of cashing Government of Ontario cheques and simplifying access to mainstream financial services:

- (a) the policy issues and recommendations, outlined in the Report, dated September 27, 2011, from the Director of Social and Community Support Services, with the concurrence of the Executive Director of Community Services, **BE RECEIVED** by the Municipal Council;
- (b) the Mayor **BE REQUESTED** to write a letter to the Minister of Community and Social Services, providing this report; and:
  - i) advocating for changes within the provincial ministries to simplify and integrate the process for accessing government identification for those on social assistance; and,
  - ii) recommending the development of indemnity agreements between the Province and mainstream financial service providers, similar to what other provinces and the Federal Government have done;
- (c) the Mayor **BE REQUESTED** to write a letter to the Commission for the Review of Social Assistance, copying this report and the letter noted in (b) above, for their consideration of these actions in their final report to the government in June 2012; it being noted that these recommendations address the Commission's direction to provide improved system integration and to identify areas of federal-provincial interaction related to social assistance; and,
- (d) the Director of Social and Community Support Services **BE DIRECTED** to:
  - i) continue monitoring actions being taken by the City of Toronto in their review of contracted electronic banking services for those receiving Ontario Works;
  - ii) advocate with senior provincial social services administration for a more comprehensive provincial review of options and actions that support simplified access to mainstream financial services for social assistance recipients; and,
  - iii) continue internal actions with service delivery staff and community agency partners to support access to direct bank deposits and access to mainstream financial services, including access to necessary identification. (2011-F08-00) (2/16/CNC)

C. Saunders  
City Clerk  
/lk

cc: Commission for Review of Social Assistance, 100 Dundas Street, London, ON N6A 5B6  
K. McManus, United Way, London & Middlesex, 409 King Street, London, ON N6B 1S5  
London Homeless Coalition, 652 Elizabeth Street, London, ON N5Y 6L3  
London OW/ODSP Community Advocates, 114 Dundas Street, Main Floor, London, ON N6A 1G1  
M. Laliberte, Neighbourhood Legal Services, 151 Dundas Street, Suite 507, London, ON N6A 5R7  
Minister of Community and Social Services, 100 Dundas Street, London, ON N6A 5B6  
R. L. Fair, Executive Director, Community Services  
S. Giustizia, Manager, Social and Community Support Services  
A. L. Barbon, Manager, Financial and Business Services