

# Financial Services Tribunal

## Mandate, Mission and Core Values

### Introduction

The Financial Services Tribunal (FST) is an expert and independent adjudicative tribunal established under the *Financial Services Tribunal Act, 2017* (Act). The FST carries out adjudicative functions in connection with appeals or reviews of the decisions or notices of proposal or notices of intended decision of the Chief Executive Officer of the Financial Service Regulatory Authority (FSRA) under applicable legislation.

Section 3 of the *Adjudicative Tribunals Accountability, Governance and Appointments Act, 2009* requires every adjudicative tribunal to develop a mandate and mission statement the contents of which comply with subsection 3(2).

### Mandate

The FST is mandated to conduct hearings and appeals (proceedings) on licensing, market conduct and other matters arising under legislation governing the financial services industry sectors regulated by FSRA. Proceedings are held in accordance with the *Statutory Powers Procedure Act* and the FST's Rules of Practice and Procedure and Practice Directions.

### Mission

The FST delivers adjudicative services to the citizens of Ontario in a fair, independent, effective and efficient manner that promotes public confidence in the sectors regulated by FSRA and protects the public interest in accordance with its legislated authority. The FST promotes public confidence by exercising integrity, expertise and excellence, and by being accessible, accountable and responsive.

### Core Values

In carrying out its mandate and mission, the FST is guided by the following four core values:

- **Accessibility**  
The FST is committed to the principles of accessibility and accommodation in accordance with its Accessibility and Accommodation Policy.
- **Accountability**  
High quality services will be delivered consistently and with regard to value for the cost, resulting in a fair and accessible experience for parties, stakeholders, staff and Members.

- **Integrity**  
Staff and Members will act with honesty and with professionalism, exhibiting the highest standards of public service.
- **Fairness**  
Proceedings will be conducted impartially, and the Parties to proceedings will have a reasonable opportunity to be heard. Decisions will be principled and based on the facts, the applicable law and the merits of the case.

### **Alternative Formats/Contact Information**

If you require this Mandate and Mission Statement in an accessible format, please contact the FST Registrar at [contact@fstontario.ca](mailto:contact@fstontario.ca).

### **Adoption**

This Mandate and Mission Statement will be reviewed every three years along with the other documentation required by the *Adjudicative Tribunals Accountability, Governance and Appointments Act, 2009*.

This revised Mandate and Mission Statement was adopted by the Members on September 17, 2024.

*First adopted August 3, 2021*