

Resolving problems along the way

Issues are bound to arise. It could be a common problem that many businesses have faced abroad or an issue exclusive to your organization that requires a unique solution. Whatever it is, the TCS is here to help.

Although we can't enter into private disputes or act on your behalf in legal situations, we can advise on market access problems and other business challenges. The TCS has helped Canadian companies solve problems abroad for more than 100 years. As officials of the Government of Canada, Trade Commissioners have the necessary access, credibility and experience to open doors.

When Toronto-based cleaning products supplier Oxi Brite was at risk of damaging an international client relationship due to a communication problem, it contacted the TCS for help. Trade Commissioners did some research about the company that was not complying with the contract agreement it had with Oxi Brite. The TCS was able to clarify the regulatory obligation behind the issue and helped resolve the problem quickly.

"We had a general lack of understanding of the market we were in and did not know its customs or typical business practices. The TCS provided us with information we would have had trouble seeking out on our own. The relationship with the client has not been damaged despite the issue. We're very satisfied with the swift results we received from the TCS."