Public Service Announcement

Debt collection practices

Start Date: January 30, 2026
End Date: March 31, 2026
Nunavut-wide **90 secs**

The Department of Community Services' consumer affairs division reminds Nunavummiut and collection agencies that, under the *Consumer Protection Act*, debt collection is prohibited on:

- Sundays before 1 p.m. and after 5 p.m.
- Monday to Saturday between 9 p.m. and 7 a.m.
- On a holiday.

Any person found in violation of these regulations is liable, upon conviction, for a $10,000 fine (for a first offence) and for each subsequent offence, for a fine not exceeding $20,000, or imprisonment of a term no longer than three months.

Any corporation that contravenes or neglects to comply with the regulations is liable upon summary conviction for a fine not exceeding $20,000 for a first offence, with each subsequent offence incurring a fine not in excess of $50,000.

Nunavummiut can report any violations directly to consumer affairs by submitting a consumer complaint to ConsumerProtection@gov.nu.ca.

Alternatively, Nunavummiut can consult the webpage at File a Complaint | Government of Nunavut, to access the Consumer Complaint Process and submit a Consumer Complaint Form.

For further information regarding the statutory holidays for 2026, check the list of public service holidays on the Government of Nunavut website or contact consumer affairs at ConsumerProtection@gov.nu.ca or 1-866-223-8139.

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