

No friends of small business

from **SMALL** on page 8 provides the highest levels of satisfaction among small firms. The more competitive banking markets such as Alberta, Saskatchewan and Quebec appeared more responsive to small businesses needs whereas views on service

charge issues in the rest of the country were far more negative, particularly in Ontario, Newfoundland and the Northwest Territories.

With CFIB's publication of these surveys, some financial institutions have attempted to improve.

Some have announced a "freeze" to their service charges which may sound like a big deal but really isn't when you consider that the charges had been hiked to the hilt before the freeze was implemented.

The "freeze" also routinely applied to only "listed services" deceptively ignoring many other services used by business.

Business owners continue to feel gouged by the seemingly endless array of fees attached to their banking activities.

While modest-sized financial institutions are getting the message, the big banks generally have persisted with their widespread "disservice" charges.

There is still a great deal of progress to be made in reaching out to the smallest members of the Canadian business community.

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Photo by GRAHAM PAINE

The way it started

The frozen Mill Pond surface reflects hockey's early beginnings in Canada. These enthusiasts are playing the game in much the same manner as their great-grandfathers.

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