

CUSTOMER CARE INFORMATION



At Wawanesa, we pride ourselves on providing an exceptional experience. If you are not satisfied for any reason, we want to hear from you.

We are committed to addressing and resolving your concerns in a timely, fair and professional manner. Please contact us by following the steps indicated. We recommend that you have the following information before you reach out:

- Your policy number and/or claim number (if applicable)
- Name(s) of Wawanesa employee(s) you have spoken to
- Details of your concern

STEP 1: Start at the Source

If you have a concern, speak to your Insurance Broker, Claims Adjuster, or a Wawanesa representative from the department involved. This is likely the fastest way to resolve any issues.

STEP 2: Speak to a Supervisor

If your concern is not resolved after completing Step 1, speak with the appropriate Supervisor.

STEP 3: Elevate Your Concern to a Manager

If your concern is not resolved after speaking with a Supervisor, ask for your concern to be elevated to the appropriate Manager.

STEP 4: Contact the Office of the Ombudsman

If you have received a branch position letter and are still not satisfied with the proposed resolution, you can contact the Office of the Ombudsman for an independent review. The Ombudsman's role is to review your concerns carefully and objectively, with the goal of finding a suitable resolution.

Office of the Ombudsman

4120 Yonge Street, Suite 100
Toronto, Ontario M2P 2B7
Email: ombudsman@wawanesa.com
Telephone: 1-844-241-0229

Please note that the Office of the Ombudsman will not review a concern that has not gone through Steps 1-3 first. If you have not escalated your complaint to the appropriate area, you will be redirected to someone who can address your concerns.

STEP 5: Reach out to an External Agency

If you are not satisfied with the Ombudsman's final position, you may contact:

General Insurance OmbudService (GIO)

4711 Yonge Street
North York, Ontario M2N 6K8
Telephone: 1-877-225-0446
Website: www.giocanada.org

If you are dissatisfied with Wawanesa's Complaints Management Protocol or with the handling of your concern, you may contact:

Financial Consumer Agency of Canada (FCAC)

Enterprise Building, 6th Floor
427 Laurier Ave. West
Ottawa, Ontario K1R 1B9
Telephone: 1-866-461-3222
Website: www.fcac-acfc.gc.ca

Note that the Financial Consumer Agency of Canada (FCAC) does not provide personal redress (i.e., compensation or monetary award); its focus is to ensure that institutions comply with the law.

Depending on the situation, you may be referred to the Customer Review Council. For more information on the Customer Review council please visit: wawanesa.com/customer-review-council.

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