



Customer Care

At Wawanesa, we pride ourselves on providing an exceptional experience for our customers. 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 within. 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.

Our Supervisors and Managers are committed to responding to you within one business day.

STEP 4: Contact the Office of the Ombudsman
If you have received a final position letter and are still not satisfied with the proposed resolution, you can contact our Office of the Ombudsman for an independent review. The Ombudsman’s role is to review customer concerns carefully and objectively, with the goal of finding a suitable resolution.

Please note that the Office of the Ombudsman will not review a concern that has not gone through Steps 1-3 first. All correspondence must be in writing.

Office of the Ombudsman
4110 Yonge Street, Suite 100
Toronto, Ontario M2P 2B7
Email: ombudsman@wawanesa.com
Telephone: 1-844-241-0229

STEP 5: Reach out to an External Agency
If you are not satisfied with the decision of the Ombudsman, you may contact:

General Insurance OmbudService (GIO)
10 Milner Business Court, Suite 701
Toronto, Ontario M1B 3C6
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.

NOTES
