

To File a Complaint

Below are the steps to follow to file a complaint.

- **Step 1 - Agent**
- **Step 2 - Client Service**
- **Step 3 - Complaint Officer**
- **Step 4 - General Insurance OmbudService (GIO)**

Step 1 - Broker

To express your dissatisfaction with regards to a service or product, contact the agent whose name appears on your statements and notices. To express your dissatisfaction with the services provided by an agent, you may contact the branch manager of the agency listed on your statements and notices.

Step 2 - Client Service

If you were unable to obtain a satisfactory response after completing Step 1, contact Fenchurch General Insurance Company directly.

Fenchurch General Insurance Company
Complaints
2655 North Sheridan Way, Suite 115
Mississauga, ON L5K 2P8

Telephone: (905) 822-2282

E-mail: info@fenchurchgeneral.com

Step 3 - Complaint Officer

If the problem was not resolved, you may request a review by the **Fenchurch General Insurance Company Complaint Officer**. This person acts as an independent internal mediator. The Complaint Officer examines complaints and proposes equitable solutions. All requests for reviews must be sent **in writing** to the Complaint Officer. Rest assured that your request will be treated in a confidential manner.

Fenchurch General Insurance Company
Complaints - Ombudsman
2655 North Sheridan Way, Suite 115
Mississauga, ON L5K 2P8

E-mail: ombudsman@fenchurchgeneral.com

Step 4 - General Insurance OmbudService (GIO)

If all of the previous steps have failed and the problem still persists, you may forward a **written request** for review by the General Insurance OmbudService (GIO).

General Insurance OmbudService
Telephone: 1.877.225.0446
Website: www.giocanada.org

If GIO are unable to assist you may contact the Financial Services Commission of Ontario at 5160, Yonge St, Box 85, Toronto, ON. 1-800-668-0128