ALLIED WORLD SPECIALTY INSURANCE COMPANY (CANADA BRANCH)

CUSTOMER CONCERN & COMPLAINT PROCESS

Allied World Specialty Insurance Company (Canada Branch) ("Allied World Canada") prides itself on our customer service. In the event, one of our customers has any concern or complaint with any of Allied World Canada's business practices or conduct handling your policy or claim, the below process will assist you in having your concern addressed promptly and effectively.

Contact your Broker or Agent

If you have a concern about a product or service provided by Allied World Canada, please reach out to your insurance broker. Your broker is a licensed, independent insurance professional, who is in a position to provide you with insurance advice and clarification and reach the proper business or claims person at Allied World Canada. If, after speaking with your broker, you still require assistance, then the below steps may be taken.

Contact Allied World Canada

If your concern is related to a claim being handled by Allied World Canada, please contact the claims analyst handling your claim. If you do not know the claims analyst, you may contact us at: awcanadaclaims@awac.com.

If your concern is related to a business practice or your insurance policy, you may contact the relevant business unit or Allied World Canada at: jeff.setterington@awac.com.

Contact Allied World Canada's Ombudsman

If the Allied World Canada claims analyst or business unit was unable to resolve your concern, you may contact one of Allied World Canada's ombudsmen to have your concern or complaint reviewed impartially and promptly. Complaints should be in writing and sent by mail or e-mail via the contact information below.

Allied World Specialty Insurance Company (Canada Branch)
1600-200 King Street West
Toronto, ON, M5H 3T4
Attn: Legal & Compliance Department
cncompliance@awac.com
+647-558-1120

External Independent Review

If an Allied World Canada ombudsman is unable to resolve your concern, you may file your complaint with the General Insurance OmbudService ("GIO"). The GIO is a Canadian-wide independent dispute resolution service that is responsive, thorough and focused on the successful resolution of consumer complaints. For more information about the GIO, visit their website at https://giocanada.org/ or call them toll free at (877) 225-0446.

In Quebec, if you are not satisfied with the outcome or the review of your complaint, you may ask the Ombudsman to transfer your file to the Autorité des marches financiers ("AMF"). A transfer form can be found at https://lautorite.qc.ca/fileadmin/lautorite/formulaires/grand-public/GP-plainte_formulaire-transfert-dossier-an.pdf. The AMF will analyze your file to determine whether they can offer you their mediation or conciliation services.

Financial Consumer Agency of Canada

The Financial Consumer Agency of Canada ("FCAC") is an independent Canada-wide government body responsible for supervising financial institutions to ensure compliance with federal consumer protection laws and regulations. If you have consumer protection issues, you may contact the FCAC at Financial Consumer Agency of Canada, 427 Laurier Avenue West, 5th Floor, Ottawa, Ontario, K1R 7Y2 or at the following numbers: (866) 461-3222 (English); (866) 461-2232 (French); or (613) 960-4666 (outside Canada). For more information about the FCAC and consumer provisions, visit the FCAC's website at https://www.canada.ca/en/financial-consumer-agency.html.