

Great American Insurance Company (Canadian Branch)

Complaint Handling Policy

Great American Insurance Company values our customer relationships and is committed to providing excellent customer service and support.

This Complaint Handling Policy is intended to establish a fair and equitable process for the prompt, efficient and professional handling of complaints.

Step 1 – Contact your Insurance Broker

If you have an insurance broker, your first step is to raise your complaint with your broker.

Step 2 – Contact Great American

If your broker is not able to address your complaint to your satisfaction, you are encouraged to contact your Great American Underwriter or Claims Representative.

If the Great American Underwriter or Claims Representative that is most familiar with your situation is not able to fully address your concerns, please ask to have the matter escalated to a Supervisor of Manager.

Step 3 – Complaints Officer

If your complaint is not resolved to your satisfaction in Step 2, please contact the Great American Complaints Officer. Our Complaints Officer is an employee of Great American and can be reached by email, letter or phone as follows:

Complaints Officer
Great American Insurance Company (Canadian Branch)
2100-40 King Street West
Toronto, ON M5H 3C2
Telephone: 1-513-412-4188
Toll Free: 1-800-545-4269, ext. 14188
E-mail: PDC.Operations.Compliance@gaig.com

The Complaints Officer will promptly acknowledge receipt of your complaint and initiate our complaint review process. The complaint will be reviewed as soon as reasonably possible and, after investigation and review of available information, the Complaints Officer will provide a final written response. Our main objective is always to try to promptly arrive at a mutually agreeable resolution of your complaint that is fair and equitable to all involved.

Step 4 – Independent External Complaint Review

If you are not satisfied with the final written response of our Complaints Officer, you may choose to contact:

- (a) General Insurance Ombudservice (GIO) – a free and impartial independent dispute resolution service:

General Insurance OmbudService (GIO)
4711 Yonge Street, 10th Floor
Toronto, Ontario M2N 6K8
www.giocanada.org
Telephone: 416-299-6931
Toll Free: 1-877-225-0446
Website: www.giocanada.org

- (b) Financial Consumer Agency of Canada
427 Laurier Avenue West, 6th Floor
Ottawa, ON K1R 1B9
Toll Free Telephone: 1-866-461-3222
Website: www.fcac-acfc.gc.ca

- (c) For Quebec customers, if you are not satisfied with our internal complaint resolution process, the Autorité des marchés financiers (AMF) can provide assistance with respect to resolution of your complaint. You may at any time request that your file be sent to the AMF. A Request for the Transfer of a File form and other helpful information with respect to the AMF is available on the AMF website at: www.lautorite.qc.ca

The AMF can be contacted at:

Autorité des marchés financiers (AMF)
800, square Victoria, 22e etage
C.P. 246, tour de la Bourse
Montreal, Quebec H4Z 1G3
Toll Free Telephone: 1-877-525-0337