

SOMPO JAPAN INSURANCE INC. CANADA BRANCH COMPLAINT PROCESS

Sompo Japan Insurance Inc. Canada Branch has a simple complaint resolution process.

1. Let Us Know

Most complaints can be resolved quickly by speaking with the appropriate business person. If your concern was not handled to your satisfaction, speak with a manager in that department.

2. Contact our Complaints Officer

Please send the written request with the details of your complaint to:

Gordon Goodman – Chief Agent in Canada
Suite 3200, 40 Temperance St
Toronto, ON, Canada M5H 0B4
ggoodman@cassels.com
416-869-5712

3. Review by an External Organization

If after you contact the Complaints Officer your complaint has not been resolved to your satisfaction, the following organizations can provide you with information or assistance:

General Insurance OmbudService (GIO)

4711 Yonge Street
10th Floor
Toronto, Ontario, Canada M2N 6K8
Website: <https://www.giocanada.org/>
Toll Free Telephone: 1-877-225-0446

The GIO is an independent organization that assists in the resolution of conflicts between consumers and property & casualty insurers. The dispute resolution process is cost-free, independent, and impartial.

Financial Consumer Agency of Canada (FCAC)

Enterprise Building, 6th Floor
427 Laurier Avenue West
Ottawa, Ontario, Canada K1R 1B9
Website: <https://www.fcac-acfc.gc.ca>
Toll Free Telephone inquiries: 1-866-461-3222 (English)
1-866-461-2232 (French)

The FCAC is an independent government body with enforcement powers to ensure that financial institutions comply with consumer provisions of the various federal legislation relating to financial services.

Autorité des marchés financiers (AMF)

Place de la Cité, tour Cominar

2640, boulevard Laurier, bureau 400

Québec, Québec, Canada G1V 5C1800, square Victoria, 22e étage

C.P. 246, tour de la Bourse

Montréal, Québec Canada H4Z 1G3

Website: <https://lautorite.gc.ca/en/general-public/assistance-and-complaints>

Toll Free Telephone: 1-877-525-0337

If you are a Quebec consumer, you may ask the Complaints Officer to transfer your file to the AMF at any time if you are not satisfied with the outcome of the Complaints Officer's examination of the complaint.