

# Policyholders Complaint Handling Process

At Best Doctors Canada Insurance Services Inc., our goal is to ensure that you are not only satisfied with the products that we offer, but that you receive the highest standard of customer service.

We will provide you with accessible means with which to communicate your complaint and will employ our best efforts to respond to and, where possible, resolve your complaint. We have procedures in place to ensure that written or verbal complaints are handled in a timely, professional, and confidential manner.

If you are not satisfied with our products or services, you can take the following steps to address the issue:

## STEP 1 – CONTACT YOUR BROKER

If you have an insurance broker, please bring your inquiry, concern, or complaint to their attention. If your broker is unable to resolve your concern, you can provide us, in writing, an outline of your complaint along with the name of your broker and your policy number.

## STEP 2 – CONTACT BEST DOCTORS CANADA INSURANCE SERVICES INC.

Please forward your complaint to:

### **Best Doctors Canada Insurance Services Inc.**

9131 Keele Street, Unit A4, Vaughan, Ontario L4K 0G7  
Telephone 1.855.667.4028  
E-mail: [canada@bestdoctorsinsurance.com](mailto:canada@bestdoctorsinsurance.com)

Your complaint will be directed to the appropriate business contact for handling. They will write to you within two business days to acknowledge receipt of your complaint and to let you know when you can expect a full response.

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

### **General Insurance OmbudService (GIO)**

10 Milner Business Court, Suite 701  
Toronto, Ontario M1B 3C6  
[www.giocanada.org](http://www.giocanada.org)  
Toll free telephone: 1.877.225.0446

### **Financial Consumer Agency of Canada (FCAC)**

Enterprise Building, 6th Floor 427  
Laurier Avenue West  
Ottawa, Ontario K1R 1B9  
[www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca)  
Toll free telephone inquiries: 1.866.461.3222 (English) /  
1.866.461.2232 (French)

For Quebec clients:

### **Autorité des Marchés Financiers (AMF)**

Place de la Cité, tour Cominar 2640  
Boulevard Laurier, Bureau 400  
Quebec, Québec G1V 5C1800, Square Victoria, 22e Etage  
C.P. 246, Tour de la Bourse Montreal, Quebec H4Z 1G3  
[www.lautorite.qc.ca/en/file-complaint-conso.html](http://www.lautorite.qc.ca/en/file-complaint-conso.html)  
Toll free telephone: 1.877.525.0337