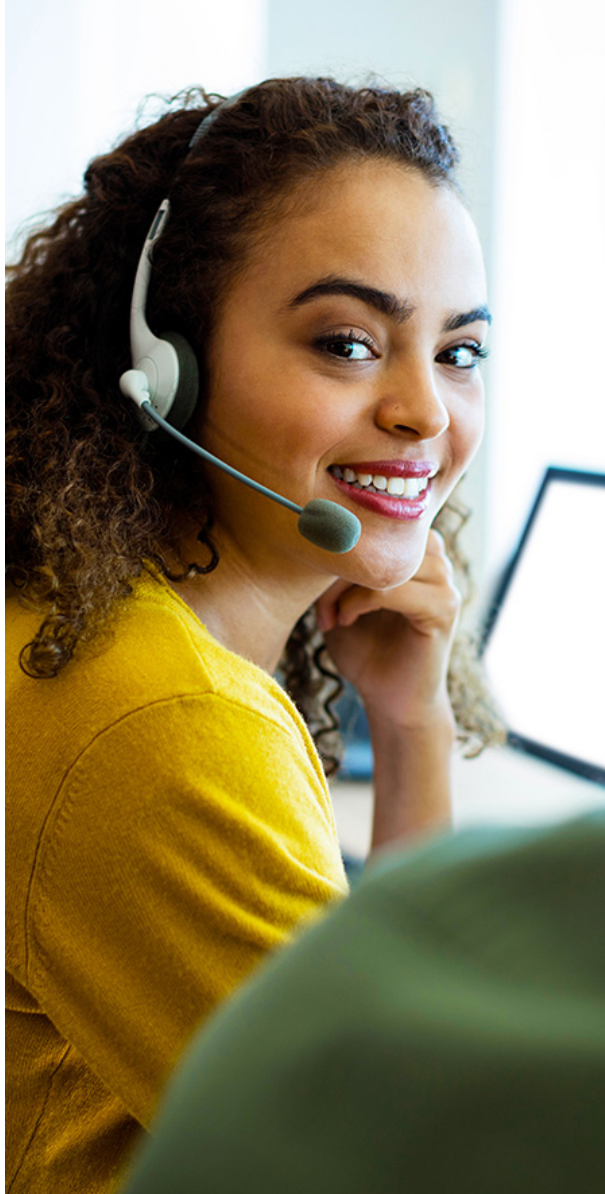


Your Concerns

How to have your concerns addressed

At Assurant Canada¹ we appreciate the opportunity to respond to our customers. Listening, understanding, and responding to our customer's concerns helps us improve our products and services. Our goal is to provide timely, complete and comprehensive responses. Working as a team, we handle our customers' concerns with a consistent high standard of customer service, resolving most at the first point of contact.



¹Assurant Services Canada Inc., American Bankers Life Assurance Company of Florida, and American Bankers Insurance Company of Florida, and their subsidiaries and affiliates, carry on business in Canada under the name of Assurant®.

0202020911BB 2025A24
© Assurant, Inc. 2025



Have a concern
or complaint?

Step 1
LET US KNOW

If you have a concern, please contact a Customer Service Associate by mail, phone, or fax. Our Customer Service Associates will work hard to resolve your concern to your satisfaction.

Credit Related Insurance and Warranties
Claims and Customer Service Department

- ✉ 1945 King Street East, Suite 100
Hamilton, Ontario L8K 1W2
- ☎ 1-800-361-5344 (Eng) or 1-800-661-5800 (Fr)
- ☎ 1-800-645-9405

Step 2
TALK TO
MANAGEMENT

If you are not satisfied with the solution you receive from the Customer Service Associate in Step 1, the Customer Service Associate will offer to elevate your concern to management, communicating the relevant details on your behalf. Alternatively, you may contact management using the contact information noted above.

Step 3
STILL NOT
SATISFIED?

If your concern remains unresolved after you have followed Steps 1 and 2, you may contact Assurant Canada's internal Complaints Liaison Officer. The Complaints Liaison Officer is dedicated to resolving disputes fairly and professionally. The Complaints Liaison Officer will review your particular situation and determine the appropriate next steps, directing it to the appropriate business area for investigation and response. You may contact the Complaints Liaison Officer in writing or by phone:

**Attention: Complaints Liaison Officer,
Assurant Canada**

- ✉ 5000 Yonge Street, Suite 2000
Toronto, ON M2N 7E9
- ☎ 1-800-561-3232 x 4666019
- @ canadacomplaints@assurant.com

Step 4
EXTERNAL
RESOURCES

If your concern has not been resolved to your satisfaction, you may have it reviewed by a third party.

FOR LIFE & HEALTH RELATED ISSUES:

The Ombudservice for Life & Health Insurance (OLHI)

- ✉ 2 Bloor St. West, Suite 700
Toronto, ON M4W 3E2
- ☎ 1-888-295-8112 Toll-free
416-777-9002 Toronto
514-282-2088 Montreal
- ☎ 416-777-9750
- @ www.olhi.ca

**FOR PROPERTY & CASUALTY INSURANCE
RELATED ISSUES:**

The General Insurance OmbudService (GIO)

- ✉ 4711 Yonge Street, 10th Floor
Toronto, ON M2N 6K8
- ☎ 1-877-225-0446 Toll-free
- ☎ 416-299-4261
- @ www.giocanada.org

Québec - Autorité des marchés financiers (AMF)

- ✉ Service du traitement des plaintes
et de l'assistance
800, square Victoria, 22e étage
C.P. 246, tour de la Bourse
Montréal (Québec) H4Z 1G3
- ☎ 1-877-525-0337 Toll-free
- ☎ 1-877-285-4378 Toll-free
- @ www.lautorite.qc.ca

FOR PRIVACY RELATED ISSUES:

Office of the Privacy Commissioner of Canada (OPC)

- ✉ 30 Victoria Street
Gatineau, Quebec K1A 1H3
- ☎ 1-800-282-1376
- ☎ info@privcom.gc.ca @ www.priv.gc.ca

FOR CONSUMER PROVISION COMPLAINTS:

Financial Consumer Agency of Canada (FCAC)

- ✉ Enterprise Building
6th Floor, 427 Laurier Avenue West
Ottawa, ON K1R 1B9
- ☎ 1-866-461-3222
- @ www.fcac.gc.ca

FOR WARRANTY PRODUCT RELATED ISSUES:

Ministry of Consumer Affairs

- @ www.ised-isde.canada.ca/site/office-consumer-affairs/en/complaint-roadmap



ASSURANT®