

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
23 King St. West P.O. Box 204 Cayuga ON N0A 1E0		or 1-800-567-3381
Centennial Insurance Co. C/O Focus Group Inc. 36 King St. East, Ste. 500 Toronto ON M5C 1E5	Judith Moncrieff	(416) 361-1728
Certas Direct Insurance Company 3 Robert Speck Parkway, Ste 500 Mississauga ON L4Z 3Z9	Vin Bartens	1-866-676-5273
Certas Home & Auto Insurance Company 3 Robert Speck Parkway, Ste 500 Mississauga ON L4Z 3Z9	Vin Bartens	1-866-676-5273
Chicago Title Insurance Company of Canada 2700 Argentia Road Mississauga ON L5N 5V4	Ms. Edie Branning	905-816-4492 or 1-888-868-4853
Chieftain Insurance Company refer to The Dominion of Canada		
Chubb Insurance Company of Canada One Financial Place 1 Adelaide St., Ste. 1500 Toronto ON M5C 2V9	Paul Johnstone	(416) 359-3294 or 1-800-252-4670
Citadel General Assurance Company, The c/o AXA Insurance (Canada) 5700 Yonge Street, Ste. 1400 North York ON M2M 4K2	Carmen Grigg (policy) Mariellen Glover (claims) Nicole Lamontagne (accident and sickness)	1-877-292-4968 Ext. 4133 Ext. 4112 1-514-282-6817 Ext. 2655 or 1-800-561-7251 Ext. 2655
Clarica Life Insurance Company	Mike D. Clark	

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
225 King Street West, 7th Floor Toronto ON M5V 3C5		416-408-8703 or 1-800-786-5433
Coachman Insurance Co. 802 The Queensway Toronto ON M8Z 1N5	Brian Rooney	(416) 255-3417 or 1-800-361-2622
Combined Insurance Co. of America 7300 Warden Ave. Markham ON L3R 0X3	Eddie Tang	(905) 754-4331 or 1-888-234-4466
Commerce and Industry Insurance Company of Canada 145 Wellington St. West, Ste. 1400 Toronto ON M5J 1H8	Gabrielle Parker & Robert Marion, Toronto Claims Lynda Cunningham, Claims Canada	(416) 596-4052 (416) 596-3060 (416) 596-4123 or 1-800-387-4481
Commercial Travelers Mutual Insurance Company 25 Princess Margaret Blvd. Etobicoke ON M9A 1Z5	William C. Jorgens	(905) 792-8890
Commercial Union Assurance Company of Canada 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Jo-Anne Burns	(416) 615-3634 or 1-800-387-4518
Commercial Union Life Assurance Company of Canada <i>refer to MFC Inc. Co.</i>		
Concordia Life Insurance Company <i>refer to The Empire Life</i>		
Connecticut General Life Insurance Co. 250 Yonge St., Ste 1400 P.O. Box 14 Toronto ON M5B 2L7	M.E. Hassan	(416) 290-0789 or 1-800-668-7029

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Co-operators Life Insurance Co., The 1920 College Avenue Regina SK S4P 1C4	Trina D. McGhie	1-866-341-1828
Co-operators General Insurance Company, The Priory Square 130 Macdonell St. Guelph ON N1H 6P8	Denise Fleischmann	519-767-3925 Ext. 4056 or 1-877-795-7272 Ext. 4056
COSECO Insurance Co. Priory Square 130 Macdonell St. Guelph ON N1H 6P8	Denise Fleischmann	519-767-3925 Ext. 4056 or 1-877-795-7272 Ext. 4056
Croatian Fraternal Union of America 100 Delany Drive Pittsburgh PA 15235	Edward W. Pazo	(412) 351-3909
Crown Life Insurance Company <i>refer to: Canada Life Assurance Co.</i>		
Culross Mutual Insurance Co. P.O. Box 173 Teeswater ON N0G 2S0	Ronald Hewitt	(519) 392-6260 or 1-888-800-8666
CUMIS General Insurance Company C/O The CUMIS Group Ltd. 151 N Service Rd. P.O. Box 5065 Burlington ON L7R 4C2	Margo Pinder	(905) 632-1221, ext. 6075 or 1-800-263-9120 ext. 6075
CUMIS Life Insurance Company P.O. Box 5065 151 North Service Road Burlington ON L7R 4C2	William Armstrong	(905) 631-4844 or 1-800-263-9120 ext. 4844
Desjardins Financial Security Life	Daniel Roussel	(418) 838-7800

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Assurance Company 200, avenue des Commandeurs Lévis Québec G6V 6R2		ext. 7788 or 1-877-828-7800 ext. 7788
Desjardins General Insurance Group 3 Robert Speck Parkway, Suite 500 Mississauga ON L4Z 3Z9	Vin Bartens	1-866-676-5273
Dominion of Canada General Insurance Company 165 University Ave., 5th Floor Toronto ON M5H 3B9	Ann Mackenzie	(416) 947-2510 or 1-800-268-8447 ext. 2510
Downie Mutual Fire Insurance Co. Refer to Tradition Mutual Insurance Co		
Dufferin Mutual Insurance Co. 712 Main St. East P.O. Box 117 Shelburne ON L0N 1S0	Edward Forbes	(519) 925-2026 or 1-800-265-9115
Dumfries Mutual Insurance Co. 12 Cambridge St. Cambridge ON N1R 3R7	Shelley Sutton	(519) 621-4660 or 1-800-265-3573
Eagle Star Insurance Co. C/O Focus Group Inc. 26 King St. East, Ste. 500 Toronto ON M5C 1E5	Judith Moncrieff	(416) 361-1728
East Williams Mutual Fire Insurance Company <i>refer to: Town & Country Mutual Ins. Co.</i>		
Ecclesiastical Insurance Office PLC Suite 2200, Box 2004 20 Eglinton Avenue West Toronto ON M4R 1K8	Kathleen Devers	(416) 484-4923 or 1-888-344-5599 ext. 4923
Echelon General Insurance Company 2680 Matheson Blvd. East Suite 300	Anna M. Caron	(905) 214-7880 ext. 7912 or 1-800-324-3566

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Mississauga ON L4W 0A5		ext. 7912
Economical Mutual Insurance Co., The 111 Westmount Rd. South Waterloo ON N2J 4S4	Richard Seip	(519) 570-8215 or 1-800-265-9996, ext. 8215
Ekfrid Mutual Insurance Co. <i>refer to: Town & Country Mutual Insurance</i>		
Elite Insurance Company 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643, Ext. 43634
Elma Mutual Insurance Company <i>refer to: Trillium Mutual Insurance Co.</i>		
Empire Life Insurance Co., The 259 King St. East Kingston ON K7L 3A8	Cathy Gear (individual) Luci Crawford (Mortgages) Valerie Robb	416-494-7832 or 1-888-548-4729 Ext. 4244 416-947-2564 613-548-1890 Ext. 3236
Employers Insurance Company of Wausau 181 Bay Street, Suite 200 BCE Place Toronto ON M5J 2T3	Sandra Chu	(416) 847-5983 or 1-800-461-5079
The Equitable General Insurance Company Priory Square 130 Macdonell St. Guelph ON N1H 6P8	Denise Fleischmann	519-767-3925 Ext. 4056 or 1-877-795-7272 Ext. 4056

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Equitable Life Assurance Society of the U.S., The refer to ACE INA		
Equitable Life Insurance Co. of Canada (The) One Westmount Rd. North Waterloo ON N2J 4C7	Sharmila Menon	(519) 886-5210 ext. 660 or 1-800-722-6615 Ext. 660
Erie Mutual Fire Insurance Co. 137 Lock St. East Dunnville ON N1A 1J6	Mary Heastont	(905) 774-8566 or 1-800-263-6484
Facility Association 151 Yonge Street, 18 th . Floor Toronto ON M5C 2W7	Jill Hepburn	(416) 863-1750 ext. 4912 or 1-800-268-9572
FCT Insurance Ltd. 2235 Sheridan Garden Drive Oakville ON L6J 7Y5	Barbara Locke Geier	(905) 287-3340 or 1-800-307-0370
Farmers' Mutual Insurance Co. (Lindsay) 336 Angeline Street South Lindsay ON K9V 4R8	Enrico Mastrangeli	(705) 324-2146 or 1-800-461-0310
Federated Insurance Co. of Canada P.O. Box 5800 Winnipeg MB R3C 3C9	Brent Martin	204-786-6431 ext. 227 or 1-800-665-1934 ext. 227
Federated Life Insurance Co. of Canada refer to Western Life Assurance Co.		
Federation Insurance Company of Canada refer to: Missisquoi		
Fenchurch General Insurance Company	Cecil Persaud	(905)822-2282

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
2655 North Sheridan Way Suite 115 Mississauga ON L5K 2P8		
First American Title Insurance Company 2235 Sheridan Garden Drive Oakville ON L6J 7Y5	Diane Jacobs	(905) 287-3180 or 1-800-307-0370
First Canadian Insurance Corporation 340 Sioux Road, Rm 201 Sherwood Park AB T8A 3X6	Tanya Phillips	(780) 467-9575 ext. 489 or 1-800-561-3242 ext. 489
First North American Insurance Co. c/o The (Manulife Financial) 500 King Street North P.O. Box 1602 Waterloo ON N2J 4C6	Fil Moniz	(519) 747-7000 ext. 48239 for collect calls (519) 747-6600
Formosa Mutual Insurance Company <i>refer to: Trillium Mutual Insurance Company</i>		
Fortis Benefits Insurance Company Refer to Assurant Life of Canada		
GAN Canada Insurance Co. C/O General Accident Assurance Co. of Canada, The 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Jo-Anne Burns	(416) 615-3634 or 1-800-387-4518
GAN General Insurance Co. C/O General Accident Assurance Co. of Canada, The 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Jo-Anne Burns	((416) 615-3634 or 1-800-387-4518
GCAN Insurance Company 480 University Ave. Toronto ON M5G 1V6	Michael A. Psaki	(416) 598-4651

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
<p>Gerber Life Insurance Company CAS Accounting for Insurance 1145 Nicholson Road, Unit 2 Newmarket ON L3Y 9C3</p>	<p>Robin Holloway</p>	<p>906-853-0858 Ext. 226</p>
<p><i>General Accident Assurance Co. of Canada, The</i></p> <p><i>Refer to Aviva Canada</i></p>		
<p>Germania Farmers' Mutual Fire Insurance Company P.O. Box 30 Ayton ON N0G 1C0</p>	<p>Dan Hill</p>	<p>(519) 665-7715 or 1-800-265-3433</p>
<p>Glengarry Farmers' Mutual Fire Insurance Company 57 Main St. North P.O. Box 159 Alexandria ON K0C 1A0</p>	<p>Brian K. Fisher</p>	<p>(613) 525-2557 or 1-800-263-7684</p>
<p>Gore Mutual Insurance Co. 252 Dundas St. P.O. Box 70 Cambridge ON N1R 5T3</p>	<p>Jamie McDougall</p>	<p>(519) 623-1910 or 1-800-265-8600</p>
<p>Great American Insurance Co. C/O Cassels, Brock & Blackwell Scotia Plaza 40 King St. West, Ste. 2100 Toronto ON M5H 3C2</p>	<p>J. Brian Reeve</p>	<p>(416) 869-5745</p>
<p>The Great- West Life Assurance Co. 255 Dufferin Avenue London ON N6A 4K1</p>	<p>Kathy Langford (individual)</p>	<p>(519) 435-7835 1-866-292-7825</p>
<p>The Great-West Life Assurance Co 60 Osborne Street North Winnipeg MB R3C 1V3</p>	<p>Loraine Lavallee (group)</p>	<p>(204) 946-4807 1-866-842-9747</p>
<p>Green Shield Canada 5001 Yonge St., Ste. 1600 North York ON M2N 6P.6</p>	<p>David Garner</p>	<p>(416) 221-7001 or 1-800-268-6613</p>
<p>Grenville Mutual Insurance Co. 3005 County Road 21 P.O. Box 10 Spencerville ON K0E 1X0</p>	<p>Ross Lincoln</p>	<p>(613) 658-2013 or 1-800-267-4400</p>

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
<p>Grey & Bruce Mutual Insurance Co. 517 - 10th. Street Hanover ON N4N 1R4</p>	<p>Albert D. McArthur</p>	<p>(519) 364-2250</p>
<p>Guarantee Co. of North America 954 Dundas Street Woodstock ON N4S 7Z9</p>	<p>Ronald K. Burns</p>	<p>(519) 539-9868 or 1-800-265-4262</p>
<p>Halwell Mutual Insurance Company 812 Woolwich St. P.O. Box 60 Guelph ON N1H 6J6</p>	<p>Doug Winer</p>	<p>(519) 836-2860 or 1-800-267-5706</p>
<p>Hamilton Township Mutual Insurance Co. 1176 Division St. P.O. Box 201 Cobourg ON K9A 4K5</p>	<p>W. L. Embree</p>	<p>(905) 372-0186 or 1-800-263-3935</p>
<p>Hanover Insurance Co. C/O Focus Group Inc. 26 King St. East, Ste. 500 Toronto ON M5C 1E5</p>	<p>Judith Moncrieff</p>	<p>(416) 361-1728</p>
<p>Hartford Fire Insurance Company 20 York Mills Rd. Willowdale ON M2P 2C2</p>	<p>Dave Barker</p>	<p>(416) 733-9265 ext. 51953</p>
<p>Hartford Life Insurance Co. c/o AIG Life of Canada 60 Yonge Street Toronto ON M5E 1H5</p>	<p>Dolly Harrilal</p>	<p>(416)596-2952 or 1-877-742-5244</p>
<p>Hay Mutual Insurance Co. 43 Main St. P.O. Box 130 Zurich ON N0M 2T0</p>	<p>Shawn Durnin</p>	<p>(519) 236-4381</p>
<p>Heritage General Insurance Company 80 Tiverton Crt., 5th Floor Markham ON L3R 0G4</p>	<p>Kaye Nolis</p>	<p>(905)479-7500 ext. 2117 or 1-800-387-2800</p>
<p>Home Insurance Co., The C/O Focus Group Inc. 26 King St. East, Ste. 500 Toronto ON M5C 1E5</p>	<p>Judith Moncrieff</p>	<p>(416) 361-1728</p>

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Howard Mutual Insurance Company 20 Ebenezer St. West P.O. Box 398 Ridgetown ON N0P 2C0	Stephen Benishek	(519) 674-5434
Howick Mutual Insurance Co. 1091 Centre St. P.O. Box 30 Wroxeter ON N0G 2X0	Sandra Edgar	(519) 335-3561 or 1-800-265-3033
Icarom PLC C/O Focus Group Inc. 26 King St. East, Ste. 500 Toronto ON M5C 1E5	Judith Moncrieff	(416) 361-1728
The Imperial Life Assurance Company of Canada c/o Desjardins Financial Security Life Assurance Company 200, avenue des Commandeurs Lévis Québec G6V 6R2	Daniel Roussel	(418) 838-7800 ext. 7788 or 1-877-828-7800 ext. 7788
Intact Insurance Company 700 University Avenue Suite 1500-A Toronto ON M5G 0A1	Jennifer Spadafora	416-341-1464, ext. 45096 or 1-877-341-1464 ext. 45096
Independent Order of Foresters 789 Don Mills Rd. Don Mills ON M3C 1T9	Yogini Parthasarathy	(416) 429-3000 ext. 4929 or 1-800-828-1549
Industrial-Alliance Life Insurance Co. 1080 Grande Allée West P.O. Box 1907 Station Terminus Quebec City QC G1K 7M3	Elisabeth Guay	(418) 684-5000 ext. 5825 or 1-800-463-6236
Industrial-Alliance Pacific Life Ins. Co. 2165 Broadway West P.O. Box 5900 Vancouver BC V6B 5H6	J, Paul Warner	(604)737-9393 or 1-800-663-0307

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
<p><i>Ingle Life and Health Assurance Company:</i></p> <p>refer to Co-operators Life Insurance Co., The</p>		
<p>The Insurance Corporation of New York 1145 Nicholson Road, Unit 2 Newmarket ON L3Y 7V1</p>	<p>Robin Holloway</p>	<p>(905) 853-0858 ext. .226</p>
<p>Jevco Insurance Co. 7120 Hurontario Street Suite 700 Mississauga ON L5W 0B1</p>	<p>Nancy Carnahan</p>	<p>905-677-8889 ext. 2573 OR 1-800-265-5458 ext. 2573</p>
<p>John Alden Life Insurance Company c/o CAS Accounting for Insurance 1145 Nicholson Road, Unit 2 Newmarket ON L3Y 9C3</p>	<p>Robin Holloway</p>	<p>905-853-0858 Ext. 226</p>
<p>John Hancock Mutual Life Insurance Co. C/O McLean & Kerr 130 Adelaide St. West, Ste. 2800 Toronto ON M5H 3P5</p>	<p>Antoniette Ricci</p>	<p>(617) 572-5800</p>
<p>Kent & Essex Mutual Insurance Co. 250 St. Clair St. P.O. Box 356 Chatham ON N7M 5K4</p>	<p>Bernard MacNeil</p>	<p>(519) 352-3190 or 1-800-265-5206</p>
<p>Kingsway General Insurance Co.</p> <p>Refer to</p> <p>Jevco Insurance Company</p>		
<p>Knights of Columbus 1 Columbus Plaza New Haven CT 06510-3326 U.S.A.</p>	<p>James Lee</p>	<p>(203) 752-4252 or 1-800-524-3611 ext. 4252</p>
<p>Lambton Mutual Insurance Co. P.O. Box 520</p>	<p>Ronald E. Perry</p>	<p>(519) 876-2304 or</p>

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Watford ON N0M 2S0		1-800-561-4136
Lanark Mutual Insurance Co. 16 West Gore St. Perth ON K7H 2L6	Jack Taylor	(613) 267-5554 or 1-800-267-7908
Langdon Insurance Company <i>refer to The Economical Mutual Ins. Co</i>		
Lawyers' Professional Indemnity Co. 1 Dundas St. West, Ste. 2200 P.O. Box 75 Toronto ON M5G 1Z3	Stephen R. Freedman	(416) 596-4624
Legacy General Insurance Company 80 Tiverton Crt., 5th Floor Markham ON L3R 0G4	Kaye Nolis	(905) 479-7500 ext. 2117 or 1-800-667-2570
Lennox and Addington Mutual Fire Insurance Company, The P.O. Box 174 Napanea ON K7R 3M3	Mr. J. R. Walters	(613) 354-4810 or 1-800-267-7812
Liberty Life Assurance Company of Boston 181 Bay Street, Suite 200 BCE Place Toronto ON M5J 2T3	Sandra Chu	(416) 847-5983 or 1-800-461-5079
Liberty Insurance Company of Canada refer to TD Home and Auto		
Liberty Mutual Insurance Company 181 Bay Street, Suite 200 BCE Place Toronto ON M5J 2T3	Sandra Chu	(416) 847-5983 or 1-800-461-5079
Liberty Mutual Fire Insurance Co. 181 Bay Street, Suite 200 BCE Place Toronto ON M5J 2T3	Sandra Chu	(416) 847-5983 or 1-800-461-5079
Life Insurance Co. of North America refer to ACE INA		
Life Investors Insurance Co. of	Sean Mooney	(319) 398-8615

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
America C/O John Milnes & Associates 68 Scollard St., 2nd Floor Toronto ON M5R 1G2		or 1-800-625-4212
Lloyd's Underwriters 1155 Rue Metcalfe, 1540 Montreal QC H3B 2V6	Rita Christie	(514) 861-8361 ext. 4219 or 1-877-455-6937 ext. 4219
Lobo Mutual Insurance Co. <i>See Town & Country Mutual Ins Co.</i>		
Lombard Canada Ltd. 105 Adelaide St. West, 3rd Floor Toronto ON M5H 1P9	R. Paul Krpan	(416) 350-4445 or 1-800-268-9680- ext. 4445
London Guarantee Insurance Co. Royal Trust Tower 77 King St. West, 34th Floor P.O. Box 284 Toronto ON M5K 1K2	Robert Taylor	(416) 360-8183 or 1-800-330-5033
London and Midland General Insurance Company 201 Queens Ave. London ON N6A 1J1	Chantal McGarrell	(519) 660-2610 or 1-800-285-8623
London Life Insurance Company 255 Dufferin Ave. London On N6A 4K1 London Life Insurance Company c/o The Great-West Life 60 Osborne Street North Winnipeg MB R3C 1V3	Kathy Langford (individual) Loraine Lavallee (group)	(519) 435-7835 1-866-292-7825 (204) 946-4807 1-866-842-9747
Lumbermen's Mutual Casualty Co. 36 King Street East Suite 500 Toronto ON M5C 1E5	Judith Moncrieff	(416) 361-1728
Lumbermen's Underwriting Alliance 185 Dorval Ave., Ste. 500 Dorval, Quebec H9S 5J9	Maurice Vialette	(514) 631-2710

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Lutheran Life Insurance Society of Canada 470 Weber St. North Waterloo ON N2J 4G4	Joe Alvarez	(519) 886-4617 or 1-800-563-6237
MFC Insurance Company Limited 500 King Street North P.O. Box 1602 Waterloo ON N2J 4C6	Fil Moniz	(519) 747-7000 ext. 248239 collect calls accepted at (519)747-6600
Manufacturers Life Insurance Co., The (Manulife Financial) 500 King Street North P.O. Box 1602 Waterloo ON N2J 4C6	Fil Moniz	(519) 747-7000 ext. 248239 collect calls accepted at (519)747-6600
Manulife Canada Ltd. 500 King Street North P.O. Box 1602 Waterloo ON N2J 4C6	Fil Moniz	(519) 747-7000 ext. 248239 collect calls accepted at (519)747-6600
<i>Maritime Life Assurance Co., The</i> please refer to Manulife Canada Ltd.		
Markel Insurance Co. of Canada 55 University Avenue, 15 th . Fl. Toronto ON M5J 2H7	Vicky McKiel	(416) 364-7800 Ext. 2208
McKillop Mutual Insurance Co. P.O. Box 819 Seaforth ON N0K 1W0	Ken Jones	(519) 527-0400 or 1-800-463-9204
MetLife Insurance Company of Connecticut c/o CAS Accounting for Insurance Inc. 1145 Nicholson Road, Unit #2 Newmarket ON L3Y 9C3	Robin Holloway	905-853-0858 ext. 226

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Metropolitan Life Insurance Co. Constitution Square 360 Albert St., Ste. 1750 Ottawa ON K1P 5A3	Karen Sauvè	(613) 237-6205 or 1-877-210-2212
Metropolitan Life Insurance Co. of Canada <i>Refer to Clarica Life Insurance Company</i>		
Middlesex Mutual Insurance Co. 13271 Ilderton Rd., P.O. Box 100 Ilderton ON N0M 2A0	Nancy J. Preston	(519) 666-0075 or 1-800-851-4045
Minnesota Life Insurance Co. C/O McLean & Kerr 130 Adelaide St. West, Ste. 2800 Toronto ON M5H 3P5	Nancy Winter	(651) 665-3500
Missisquoi Insurance Co., The c/o Economical Mutual Insurance Co., The 111 Westmount Rd. South Waterloo ON N2J 4S4	Richard Seip	(519) 570-8215 or 1-800-265-9996 ext. 8215
Mitsui Marine and Fire Insurance Co., Ltd. 2650 Victoria Park Ave., Ste. 201 North York ON M2H 3P7	V. Lorraine Williams	(416) 496-1148
Mortgage Insurance Company of Canada 100 Yonge Street, Suite 400 Toronto ON M5H 1H1	Denise Bennett	(416) 866-7812
Motors Insurance Corporation P.O. Box 6000 Richmond Hill ON L4B 4S2	Marlene Buckley	(905) 882-3943 or 1-800-387-8095
Municipal Electric Association Reciprocal Insurance Exchange 3700 Steels Avenue West Suite 1100 Vaughn ON L4L 8K8	Mr. Charlie C. Macaluso	905-265-5363 or 1-800-668-9979

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
<p>Mutual of Omaha Insurance Co. C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9</p> <p><i>NB: For Travel policies, contact Voyageur Ins Co.</i></p>	<p>Domenic Messina</p>	<p>(905) 606-1141 or 1-888-728-6666</p>
<p>NAC Reinsurance Corporation C/O Encon Insurance Managers Inc. 350 Albert St., Ste. 700 Ottawa ON K1R 1A4</p>	<p>Denis J. Shillington</p>	<p>(613) 786-2000</p>
<p>NN Life Insurance Company of Canada</p> <p><i>refer to Transamerica Life Ins. Co.</i></p>		
<p>National Bank Life Insurance Company 1010 de la Gauchetière Road West Suite 725 Montreal QC H3B 5H8</p>	<p>Joëlle Thibault</p>	<p>(514) 390-7886 or 1-877-390-7886</p>
<p>National Life Assurance Company of Canada, The 522 University Ave. Toronto ON M5G 1Y7</p>	<p>D. James Newland</p>	<p>(416) 585-8052 or 1-800-387-4326 ext. 8052</p>
<p>New Hampshire Insurance Co. 145 Wellington St. West, Ste 1400 Toronto ON M5J 1H8</p>	<p>Gabrielle Parker Robert Marion Lynda Cunningham</p>	<p>(416) 596-4052 (416) 596-3060 (416) 596-4123</p>
<p>New York Life Insurance Co. C/O Cassels, Brock & Blackwell Scotia Plaza 40 King St. West, Ste. 2100 Toronto ON M5H 3C2</p>	<p>Marc Schindelheim</p>	<p>(212) 576-8181</p>
<p>Nipponkoa Insurance Co. Ltd. c/o St. Paul Fire & Marine Insurance Co. Suite 1200, P.O. Box 93 121 King Street West Toronto ON M5H 3T9</p>	<p>Graham J. Lloyd</p>	<p>416-601-4410</p>
<p>Nordic Insurance Company of</p>		

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Canada, The 700 University Avenue Suite 1500-A (Legal) Toronto ON M5G 0A1	Jennifer Spadafora	416-341-1464, ext. 45096 or 1-877-341-1464 ext. 45096
Norfolk Mutual Insurance Co. 33 Park Rd. P.O. Box 515 Simcoe ON N3Y 4L5	Tammara Lynch	(519) 426-1294
North Blenheim Mutual Insurance Co. 11 Blaird St. North Bright ON N0J 1B0	Terry Knight	(519) 454-8661 or 1-800-665-6888
North Kent Mutual Fire Insurance Co., The P.O. Box 478 Dresden ON N0P 1M0	John W. Leeson	(519) 683-4484
North Waterloo Farmers Mutual Insurance Company 100 Erb St. East Waterloo ON N2J 1L9	Leslie H. Card	(519) 886-4530 or 1-800-265-8813
Norwich Union <i>refer to AIG Life Ins. Co of Canada</i>		
Old Republic Insurance Company of Canada 100 King St. West, 11th Floor P.O. Box 557 Hamilton ON L8N 3K9	Mr. Tat Wong	(905) 523-5936 or 1-800-530-5446
Omega General Insurance Co. 36 King Street East Suite 500 Toronto ON M5C 1E5	Judith Moncrieff	(416) 361-1728
Optimum Insurance Company Inc. 147 McIntyre Street West, Suite 200 PO Box 1288 North Bay ON P1B 8K5	Brian McTiernan	(705) 476-4814 or 1-800-461-6110 ext. 2279
Oxford Mutual Insurance Co.	W.M. Jellous	(519) 285-2916

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
RR# 4 P.O. Box 430 Thamesford ON N0M 2M0		or 1-800-461-6933
PACIC 20 Richmond St. East, Ste. 210 Toronto ON M5C 2R9	Reginald G. Riddles	(416) 364-8677
PAFCO Insurance Company 27 Allstate Parkway, Suite 100 Markham ON L3R 5P8	Carla Laakso Teresa Garber Connie McCormick	1-877-726-6786 (905)940-4270 (905) 475-4908
Paul Revere Life Insurance Co., The C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
Pearl Assurance PLC. C/O Focus Group Inc. 36 King St. East, Ste. 500 Toronto ON M5C 1E5	Judith Moncrieff	(416) 361-1728
Peel & Maryborough Mutual Fire Insurance Co., The 103 Wellington St. P.O. Box 190 Drayton ON N0G 1P0	Alan Simpson	(519) 638-3304 or 1-800-265-2473
Peel Mutual Insurance Co. 103 Queen St. West Brampton ON L6Y 1M3	Brian Bessey	(905) 451-2386 or 1-800-268-3069
Pembridge Insurance Company 27 Allstate Parkway, Suite 100 Markham ON L3R 5P8	Carla Laakso Teresa Garber Connie McCormick (claims)	(905) 470-4723 or 1-877-726-6786 (905) 940-4270 (905) 475-4908 or 1-800-387-0462
PennCorp Life Insurance Co. 7150 Derrycrest Drive Mississauga ON L5W 0E5	Lise Duchesne	(905) 795-2300 ext.. 5135 or 1-800-268-2835 Ext. 5135

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
<p>Pennsylvania Life Insurance Co. 44 Hamlyn Crescent Etobicoke ON M9B 1Z1</p>	<p>Michael Orr</p>	<p>416-622-7824</p>
<p>PeoplePlus Insurance Company 181 University Avenue , Ste 700 Toronto ON M5H 3M7</p>	<p>Jennifer Spadafora</p>	<p>416-341-1464, ext. 45096 or 1-877-341-1464 ext. 45096</p>
<p>The Personal Insurance Company of Canada 3 Robert Speck Parkway, Suite 500 Mississauga ON L4Z 3Z9</p>	<p>Vin Bartens</p>	<p>1-866-676-5273</p>
<p>Perth Insurance Company 111 Westmount Rd. South Waterloo ON N2J 4S4</p>	<p>Richard Seip</p>	<p>(519) 570-8215 or 1-800-265-9996, ext. 8215</p>
<p>Pilot Insurance Co. 2206 Eglinton Avenue East Scarborough ON M1L 4S8</p>	<p>Lori DeAcetis</p>	<p>416-615-3634 or 1-877-219-3643, Ext. 43634</p>
<p>Portage la Prairie Mutual Insurance Co. 320 Vine St., 3rd Floor St. Catharines ON L2M 4T3</p>	<p>Edward J. Forbes</p>	<p>(905) 937-0100 or 1-800-263-7262</p>
<p>Prescott Mutual Insurance Co. 377 St. Philippe St. P.O. Box 280 Alfred ON K0B 1A0</p>	<p>Serge Gauthier</p>	<p>(613) 679-2277</p>
<p>Primerica Life Insurance Co. of Canada 2000 Argentia Rd., Ste. 300, Plaza 5 Mississauga ON L5N 2R7</p>	<p>Ms. Linda Caccaro</p>	<p>(905) 813-5341 or 1-800-387-7876 Fax: (905) 813-5310</p>
<p>Primum Insurance Company 3650 Victoria Park Avenue, 9th. Fl. North York ON M2H 3P7</p>	<p>Corrado Messina</p>	<p>416-774-3159 or 1-866-337-3314 ext. 3159</p>
<p>Principal Life Insurance Company C/O John Milnes and Associates</p>	<p>John R. Milnes</p>	<p>(416) 964-0067</p>

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
68 Scollard Street, 2nd Floor Toronto ON M5R 1G2		
Progressive Casualty Insurance Co./ Progressive Casualty Insurance Co. of Canada 200 Yorkland Blvd., 5th Floor Willowdale ON M2J 5C1	Nancy Walsh - policy service M) B. Blanford - injury claim service Linda Granger - Claim Services	(416) 756-8037 or 1-800-888-7764 (416) 490-3404 (416) 756-8010 or 1-800-274-4499
Providence Washington Insurance Company CAS Accounting for Insurance 1145 Nicholson Road, Unit 2 Newmarket ON L3Y 9C3	Robin Holloway	905-853-0858 ext. 226
Provident Life and Accident Insurance Co. C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
Prudential Insurance Co. of America, The 300 Consilium Place, Ste. 1200 Toronto ON M1H 3G2	Mary M. Moffett	(416) 296-3467 or 1-800-591-7779
RBC General Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
RBC Travel Insurance Company C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
Reliable Life Insurance Co.	Barry Gagnon	(905) 523-5587

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
100 King St. West P.O. Box 557 Hamilton ON L8N 3K9		ext. 1362 or 1-800-465-0661
Royal & Sun Alliance Insurance Company of Canada 10 Wellington Street East Toronto ON M5E 1L5	Bonnie Pilkington	905-829-6554 Ext. 3550 or 1-800387-7560 Ext. 3550
Royal & Sun Alliance Life Insurance Company of Canada <i>refer to The Maritime Life</i>		
Royal Maccabees Life Insurance Co. C/O Monforton, Robitaille, Ducharme & Skipper 176 University Ave. West, Ste. 600 Windsor ON N9A 5P1	Peter J. Durand	(248) 746-6549
S & Y Insurance Company 2206 Eglinton Ave. East, 4th Floor Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643 Ext. 43634
SGI Canada Insurance Services Ltd. C/O McCarthy Tetrault TD Tower Toronto Dominion Bank, Ste. 4700 Toronto ON M5K 1E6	Bob Hameluck	(306) 751-1729
Scotia General Insurance Co. 100 Yonge St., Ste. 400 Toronto ON M5H 1H1	John Gallagher	(416) 933-2305
Scotia Life Insurance Co. 100 Yonge St., Ste. 400 Toronto ON M5H 1H1	John Gallagher	(416) 933-2305
Scottish & York Insurance Co. Ltd. 2206 Eglinton Ave. East, 4th Floor Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643 Ext. 43634
SecuriCan General Insurance Company 777 Portage Avenue	Roger Ranieri	(204) 942-2555 ext. 365

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Winnipeg ON R3G 0N3		
Security National Insurance Co. 3650 Victoria Park Avenue, 9 th . Fl. North York ON M2H 3P7	Corrado Messina	416-774-3159 or 1-866-337-3314 ext. 3159
Serb National Federation 1 Fifth Avenue, 7th. Fl. Pittsburgh PA 15222	D. J. Ljubenko	(412) 642-7372 or 1-800-538-7372
Skandia Insurance Co. Ltd. C/O D.M. Williams & Associates Ltd. 2650 Victoria Park Ave., Ste. 201 Toronto ON M2H 3P7	V. Lorraine Williams	(416) 496-1148
Sompo Japan Insurance Inc. The Exchange Tower 130 King Street West Suite 1200 Toronto ON M5X 1A6	Karen Barkley	416-594-2590
Sovereign General Insurance Company 4 King Street West, 17 th . Floor Toronto ON M5H 1B6	David Broadhurst	(416) 365-1818 or 1-800-365-4430
South Easthope Mutual Insurance Co. Box 33 Tavistock ON N0B 2R0	Frank Rider	(519) 655-2011 or 1-800-263-9987
St. Paul Fire & Marine Insurance Co. Suite 1200, P.O. Box 93 20 Queen Street West Suite 200 Toronto ON M5H 3R3	Graham J. Lloyd	416-601-4410
Standard Life Assurance Company, The 1245 Sherbrooke Street West Montreal QC H3G 1G3	Jean Bélanger	(514) 841-5637 or 1-877-499-9555 ext. 5637
Speciality National Insurance Co. 36 King Street East Suite 500 Toronto, Ontario M5C 1E5	Judith Moncrieff	416-361-1728
State Farm Insurance Companies	Ray G. Kearns	(905) 750-4204

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
333 First Commerce Drive Aurora ON L4G 8A4		or 1-877-370-3276
Stewart Title Guarantee Company 200 Bay Street, Suite 2200 Toronto ON M5J 2J2	Peter D'Amico	416-309-4961 or 1-888-667-5151
St. Paul Guarantee Insurance Co. 77 King Street West 34 th . Fl. PO Box 284 Toronto ON M5K 1K2	Michael George	416- 360-8183 or 1-800-330-5033
Sun Life Financial 227 King Street South Waterloo ON N2J 4Z3	Mike D. Clark	416-408-8703
TD Direct Insurance Inc. 3650 Victoria Park Avenue, 9 th . Fl. North York ON M2H 3P7	Corrado Messina	416-774-3159 or 1-866-337-3314 ext. 3159
TD General Insurance Company 3650 Victoria Park Avenue, 9 th . Fl. North York ON M2H 3P7	Corrado Messina	416-774-3159 or 1-866-337-3314 ext. 3159
TD Life Insurance Company Richmond Adelaide Centre 120 Adelaide Street West Toronto ON M5H 1T1	James Popalis	1-877-983-5433
T.H.E. Insurance Company C/O Cookson and Walker LLP 48 Yonge Street, Suite 1010 Toronto ON M5E 1G6	H. Steven Frye	(416) 368-7990
TIG Insurance Co. C/O Canadian Insurance Consultants 133 Richmond St. West, Ste. 600 Toronto ON M5H 2L3	Renata Spojic	(416) 363-6103
TTC Insurance Co. Ltd. 1900 Yonge St. Toronto ON M4S 1Z2	Stephanie Koufes- MacMillan	(416) 393-4000
Teachers Life Insurance Society (Fraternal) 916 The East Mall, Ste. C Etobicoke ON M9B 6K1	Linda Johnson	(416) 620-1140 or 1-800-668-4229

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Temple Insurance Company 390 Bay Street, 22 nd . Floor Toronto ON M5H 2Y2	Peter Walker	(416) 364-2851 ext. 2153 or 1-877-364-2851 ext. 2153
Tokio Marine & Nichido Fire Insurance Company Ltd. 105 Adelaide Street West Toronto ON M5H 1P9	Toshinobu Okubo	(416) 350-4445 or 1-800-268-9680 ext. 4445
Town & Country Mutual Insurance Co. 79 Carados Street North Strathroy ON N7G 2M5	Robert Pearson	(519) 246-1929 or 1-888-868-5064
Townsend Farmers' Mutual Fire Insurance Co. P.O. Box 1030 Waterford ON N0E 1Y0	Neil Shay	(519) 443-7231 or 1-888-302-6052
Tradition Mutual Insurance Company 264 Huron Road Sebringville ON N0K 1X0	Alec Harmer	(519) 393-6402 or 1-800-263-1961
Traders General Insurance Co. C/O General Accident Group Ltd. 2206 Eglinton Ave. East, 4th Floor Scarborough ON M1L 4S8	Lori DeAcetis	(416) 615-3634 or 1-877-219-3643, Ext. 43634
Trafalgar Insurance Company of Canada 700 University Avenue Suite 1500-A (Legal) Toronto ON M5G 0A1	Jennifer Spadafora	416-341-1464, ext. 45096 or 1-877-341-1464 ext. 45096
Transamerica Life Insurance Company of Canada c/o AEGON Canada Inc. 5000 Yonge Street, 3 rd . Fl Toronto ON M2N 7J8	Gordon P. Murphy	(416) 883-5181 or 1-800-663-6880
Transatlantic Reinsurance Co. 145 Wellington St. West, Ste. 1400 Toronto ON M5J 1H8	Gabrielle Parker	(416) 596-4052 or 1-800-387-4481
Travelers Guarantee Company of Canada	Sheila A. Spotton	416-642-8690 or

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
20 Queen Street West, Suite 300 Toronto, Ontario M5H 3R3		1-800-330-5033
Trent Health Insurance Company <i>refer to Co-operators Life Insurance Co., The</i>		
Trillium Mutual Insurance Company 10 John St. Formosa ON N0G 1W0	Joe Dietrich	(519) 367-5600 or 1-800-265-3020
UAP – New Rotterdam Insurance 2206 Eglinton Ave. East, 4th Floor Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643, Ext. 43634
Ukrainian National Association Inc. <i>Please refer to Manulife Canada Ltd.</i>		
Unifund Assurance Company 1595 16th Ave., Ste. 400 Richmond Hill ON L4B 3S5	Irene Buckley	(905) 764-4929 or 1-800-268-5764
Union Fidelity Life Insurance Co. C/O Employers Reinsurance Canada 200 Wellington St. West, Ste. 400 P.O. Box 166 Toronto ON M5V 3C7	Alan Ryder	(416) 217-5500
Union of Canada Life Insurance 325 Dalhousie St. P.O. Box CP 717 Ottawa ON K1P 5P8	Marc A. Parent	(613) 241-3660 or 1-877-966-6676
United American Insurance Co. 145 King St. West, Ste. 1002 Toronto ON M5H 3X6	Larry Hutchinson	(972) 569-3245
Unity Life of Canada 100 Milverton Drive Suite 400 Mississauga ON L5R 4H1	Geoffrey L. Harrison	905-219-8000 or 1-800-267-8777

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
UNUM Life Ins. Co. of America C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
US International Reinsurance Co. C/O Focus Group Inc. 36 King St. East, Ste. 500 Toronto ON M5C 1E5	Judith Moncrieff	(416) 361-1728
Usborne & Hibbert Mutual Fire Insurance Co. 507 Main St. South Exeter ON N0M 1S1	Sharon Doxtator	(519) 235-0350 or 1-800-422-3996
Utica Mutual Insurance Co. C/O Focus Group Inc. 1145 Nicholson Road, Unit 2 Newmarket ON L3Y 9C3	Robin Holloway	(905) 853-0858 Ext. 226
Virginia Surety Company Inc. 7300 Warden Ave., Ste. 300 Markham ON L3R 0X3	Eddie Tang	((905) 754-4331 or 1-888-234-4466
Wabisa Mutual Fire Insurance Co. 35 Talbot St. East P.O. Box 621 Jarvis ON N0A 1J0	Pat Payne	(519) 587-2292 or 1-800-263-7280
Washington National Insurance Co. 19 Celina Street, Suite 104 Oshawa ON L1H 4M9	Mr. John Terence Hogan	(905)579-7969
Waterloo Insurance Co. 111 Westmount Rd. South Waterloo ON N2J 4S4	Richard Seip	(519) 570-8215 or 1-800-265-9996, ext. 8215
Wawanesa Mutual Insurance Co., The 4110 Yonge St., Ste. 100 Toronto ON M2P 2B7	Edna Rossong - Northwest Ontario Tim Greer Remainder of Ontario	(204) 985-3821 (collect) (416) 228-7800 or 1-800-268-7300
Wawanesa Life Insurance Co., The 200 - 191 Broadway Winnipeg MB R3C 3P1	Dave McFarlane	(204) 985-3822 (collect)
West Elgin Mutual Insurance Co. 274 Currie Rd.	Brian Downie	(519) 762-3530 or

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
P.O. Box 130 Dutton ON N0L 1J0		1-800-265-7635
Westbury Canadian Life Insurance Co. C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
Western General, Division of Economical Mutual Insurance Company 111 Westmount Rd. South Waterloo ON N2J 4S4	Richard Seip	(519) 570-8215 or 1-800-265-9996, ext. 8215
Western Assurance Company 10 Wellington Street East Toronto ON M5E 1L5	Bonnie Pilkington	905-829-6554 Ext. 3550 or 1-800387-7560 Ext. 3550
Western Life Assurance Co. 309 - 1 st . Street West Box 5519 High River AB T1V 1M6	Keith Todd	1-888-647-5433
Westminster Mutual Insurance Co. 223 Main St. P.O. Box 29 Belmont ON N0L 1B0	Christine Van Daele	(519) 644-1663 or 1-800-565-3523
West Wawanosh Mutual Insurance Co. P.O. Box 130 Dungannon ON N0M 1R0	Cathie Simpson	(519) 529-7922 or 1-800-265-5595
The Yarmouth Mutual Fire Insurance Company 1229 Talbot Street East St. Thomas ON N5P 1G9	Iris Brown	(519) 631-1572 or 1-877-792-3693
York Fire & Casualty Insurance Co. 7150 Derrycrest Drive Mississauga, ON L5W 0E5	La-Toya Malé	(905) 677-9777 ext. 1220 or 1-800-676-0967 ext. 54900
Zenith Insurance Company 105 Adelaide St. West, 3rd Floor	R. Paul Krpan	(416) 350-4445 or

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Toronto ON M5H 1P9		1-800-268-9680 ext. 4445
Zurich North America Canada 400 University Avenue, 16 th . Fl. Toronto ON M5G 1S7	David Bailey	(416) 586-6778 or 1-800-387-5454 ext. 6303