



WHITLEY
INSURANCE & FINANCIAL SERVICES



NAVACORD®

Customer Complaint and Dispute Resolution Policy

If your insurance experience is unsatisfactory, the following steps may be taken;

- Discuss the matter with your Broker.
- If the issue relates to an Insurance Company, contact them directly. Most have an ombudsman or a consumer complaints process.
- If the issue relates to your Broker, discuss with the Broker or Supervisor to come to a resolution. If this is not possible direct it to the Provincial Regulator <https://ibac.ca/career-development/insurance-industry-regulation/>
- If the above steps do not resolve the issue, the client may contact the General Insurance OmbudService (GIO) <https://giocanada.org/> , an independent dispute resolution service for consumers.