



## ***So You Have a Complaint***

If you have not already done so, the first step is to contact your local branch/agent to report a complaint. If you have already done this step and your complaint remains unresolved, we invite you to now contact the appropriate internal *Complaint Liaison* listed below who will attempt to resolve your complaint at a higher level:

### **Complaint Liaison (French):**

Mr. Jacques Gagnon  
Vice President - Canada  
455 Fénélon Boulevard, Suite 300  
Dorval, Québec H9S 5T8

Phone: (514) 631-2710

Fax: (514) 631-9788

[jacques.gagnon@ins-lua.com](mailto:jacques.gagnon@ins-lua.com)

### **Complaint Liaison (English):**

Mr. Maurice Vialette  
Assistant Vice President  
455 Fénélon Boulevard, Suite 300  
Dorval, Québec H9S 5T8

Phone: (514) 631-2710

Fax: (514) 631-9788

[maurice.vialette@ins-lua.com](mailto:maurice.vialette@ins-lua.com)

If the issue remains unresolved after speaking to our Complaint Liaison, you now have the option of contacting a third party ombudsman to assist you in resolving your complaint with the Lumbermen's Underwriting Alliance.

The General OmbudService (GIO) is an independent organization whose mandate is to help resolve disputes between consumers and their insurance companies. Only after you have first attempted to resolve the issue with Lumbermen's Underwriting Alliance, can you seek the aid of the GIO. In order to proceed to this step, you must also obtain a letter stating the final position of our organization before contacting the independent ombudsman service.

The GIO can be contacted at:

[www.giocanada.org/](http://www.giocanada.org/)

Ontario	(416) 362-2031
Atlantic Provinces	(902) 429-2730
Québec	(514) 288-6015
B.C. and Yukon	(604) 684-3635
Prairies, Northwest Territories & Nunavut:	(780) 423-2212