

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Acadia Life/Acadia Vie Place de l'Acadie 295 St-Pierre West P.O. Box 5554 Caraquest NB E1W 1B7	Jean-Claude Roy	(506)726-4435 collect calls accepted
ACE INA Insurance The Exchange Tower 130 King Street West Suite 1150 Toronto ON M5X 1A6	Yelena Garber	(416) 594-3005 or 1-800-668-7326
Aegon Insurance Co. (U.K.) Ltd. 57 Lakeshore Rd. East, Suite 1 Mississauga ON L5G 3C9	Eric G. Winn	(905) 891-2002
Aetna Life Insurance Company CAS Accounting for Insurance 1145 Nicholson Road, Unit 2 Newmarket ON L3Y 9C3	Robin Holloway	(905) 853-0858 ext. 226
Aetna Life Insurance Co. of Canada Refer to Maritime Life Assurance Company		(416) 864-8108 or 1-800-361-7979 ext. 8108
AIG Life of Canada 60 Yonge Street Toronto ON M5E 1H5	Marika Wenczler	(416) 596-3900 ext. 2903 or 1-877-742-5244 ext. 2903
Algoma Mutual Insurance Company 131 Main St. Thessalon ON P0R 1L0	Cameron Ross	(705) 842-3345 ext. 202 or 1-800-461-7260
Allianz Insurance Co. of Canada c/o ING Canada 181 University Avenue Suite 700 Toronto ON M5H 3M7	Jennifer Spadafora	1-866-302-5094

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Allianz Life Insurance Co. of North America 2005 Sheppard Avenue East Suite 700 Toronto ON M2J 5B4	Doreen G. Johnston	(416) 502-2500 or 1-800-739-2101
Allstate Insurance Co. of Canada 27 Allstate Parkway, Suite 100 Markham ON L3R 5P8	Elaine Davidson (claims) <u>underwriting</u> Teresa Garber Carla Laakso	(905) 475-4427 or 1-800-387-0462 (905) 475-4522 or 1-877-726-6786
Alpina Insurance Company 400 University Avenue Toronto ON M5G 1S7	David Bailey	(416) 408-6278
American Bankers Insurance Company of Florida 5160 Yonge Street Northeast Tower, Suite 500 North York ON M2N 7C7	Diane Rodgers	(416) 229-3626 or 1-800-561-3232 ext. 6055
American Bankers Life Assurance Company of Florida 5160 Yonge Street Northeast Tower, Suite 500 North York ON M2N 7C7	Diane Rodgers	416) 229-3626 or 1-800-561-3232 ext. 6055
American Home Assurance Co. 145 Wellington St. West, Ste. 1400 Toronto ON M5J 1H8	Gabrielle Parker	(416) 596-4052 or 1-800-387-4481
American Income Life Insurance Co. C/O McLean & Kerr 130 Adelaide St. West, Ste. 2800 Toronto ON M5H 3P5	Mary L. Schronk	1-800-433-3405
American National Fire Insurance Co. C/O Cassels, Brock & Blackwell Scotia Plaza 40 King St. West, Ste. 2100 Toronto ON M5F 3C2	J. Brian Reeve	(416) 869-5745 or 1-877-869-5300

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
<p>American Road Insurance Co., The C/O CAS Accounting for Insurance Inc. 1101 Nicholson Rd., Unit #4 Newmarket ON L3Y 7V1</p>	<p>Robin Holloway</p>	<p>(905) 853-0858 ext. 226</p>
<p>AMEX Assurance Company 36 King Street East, Suite 500 Toronto, Ontario M5C 1E5</p>	<p>Judith Moncrieff</p>	<p>416-361-1728</p>
<p>Amherst Island Mutual Fire Insurance Co. RR# 1 Stella ON K0H 2S0</p>	<p>Bruce Caughey</p>	<p>(613) 389-2012</p>
<p>Ascentus Insurance Ltd 10 Wellington Street East Toronto ON M5E 1L5</p>	<p>Bonnie Pilkington</p>	<p>905-829-6554 Ext. 3550 or 1-800-387-7560 Ext. 3550</p>
<p>Associates Financial Life Insurance Co. 201 Queens Ave. London ON N6A 1J1</p>	<p>Chantal McGarrell</p>	<p>(519) 660-2610 or 1-800-285-8623</p>
<p>Assumption Life P.O. Box 160 770 Main Street Moncton NB E1C 8L1</p>	<p>Odette Snow</p>	<p>(506) 853-5422 or 1-800-455-7337</p>
<p>Aviva Insurance Company of Canada 2206 Eglinton Avenue East Scarborough ON M1L 4S8</p>	<p>Garry Traynor</p>	<p>(416) 615-3634 or 1-800-387-4518</p>
<p>Axa Insurance Inc. 5700 Yonge St., Ste. 1400 North York ON M2M 4K2</p>	<p>Carmen Grigg Mariellen Glover (claims)</p>	<p>1-877-292-4968 ext. 4133 ext. 4112</p>
<p>Ayr Farmers Mutual Insurance Co. P.O. Box 1170 Ayr ON N0B 1E0</p>	<p>Donald J. Davidson</p>	<p>(519) 632-7413 or 1-800-265-8792</p>
<p>BMO Life Insurance Company 55 Bloor Street West, 15th. Floor Toronto ON M4W 3N5</p>	<p>John Lewis</p>	<p>(416) 927-3543</p>

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
<p>Bay of Quinte Mutual Insurance Co. P.O. Box 1460 13379 Loyalist Parkway Picton ON K0K 2T0</p>	<p>Jeffery Howell</p>	<p>(613) 476-2145 or 1-800-267-2126</p>
<p>Belair Insurance Company <i>refer to ING Canada</i></p>		
<p>Bertie and Clinton Mutual Insurance Co. 1789 Merrittville Highway RR #2 Welland ON L3B 5N5</p>	<p>Keith Hallborg</p>	<p>(905) 892-0606 or 1-800-263-0494</p>
<p>Blanshard Mutual Insurance Co. <i>Refer to Tradition Mutual Insurance Company</i></p>		
<p>Blue Cross Life Insurance Co. of Canada 644 Main Street Box 220 Moncton, New Brunswick E1C 8L3</p>	<p>Louise Doucet</p>	<p>(506) 867-4285 ou 1-800-667-4511</p>
<p>Brant Mutual Insurance Co. 207 Greenwich St. Brantford ON N3S 2X7</p>	<p>Beth Young</p>	<p>(519) 752-0088 or 1-800-461-2543</p>
<p>British Aviation Insurance Co. Ltd., The 100 Renfrew Drive Suite 200 Markham ON L3R 9R6</p>	<p>Giuseppe A. Zigrossi</p>	<p>(905) 479-2244</p>
<p>CAA Insurance Co. (Ontario) 60 Commerce Valley Dr. East Thornhill ON L3T 7P9</p>	<p>Monica Cain</p>	<p>(905) 771-3393 or 1-800-268-3750 ext. 3393</p>
<p>CIBC Life Insurance Co. Ltd. 3 Robert Speck Parkway, 9th. Floor Mississauga ON L4Z 2G5</p>	<p>Lawrie McGill Sue Manson</p>	<p>(905) 306-4924 (905) 306-4922 or 1-800-565-6050</p>

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
CIGNA Life Insurance Co. of Canada 55 Town Centre Court Suite 606, P.O. Box 14 Scarborough ON M1P 4X4	Marlene Clementson or Anna Liu	(416) 290-6666 or 1-800-668-7029
CGU Insurance Company of Canada <i>refer to Aviva Insurance Company of Canada</i>		
<i>CNA Life Insurance Company of Canada</i> <i>refer to</i> The Canada Life Assurance Co.		
CT Financial Assurance Company Richmond Adelaide Centre 120 Adelaide Street West Toronto ON M5H 1T1	Wayne Eccles	(416) 983-5735 or 1-877-983-5433
<i>Calvert Insurance Co.</i> <i>refer to</i> Speciality National Insurance Co.		
Canada Life Assurance Co., The 255 Dufferin Avenue London ON N6A 4K1	Kathy Langford (individual)	(519) 435-7835 1-866-292-7825
Canada Life Assurance Co. The c/o The Great-West Life 60 Osborne Street North Winnipeg MB R3C 1V3	Loraine Lavallee (group)	(204) 946-4807 1-866-842-9747
Canadian Lawyers Liability Assurance Society C/O Tory, Tory, DesLauriers & Binnington Aetna Tower 79 Wellington St. West, 30th Floor Toronto ON M5K 1N2	Michael G. Thorley	(416) 865-7337
Canadian Northern Shield Insurance Company P.O. Box 5065, 151 N. Service Rd. Burlington ON L7R 4C2	Rudy Capogna	(905) 631-5017 or 1-800-263-9120 Ext. 5017

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Canadian Premier Life Insurance Co. 80 Tiverton Crt., 5th Floor Markham ON L3R 0G4	Kaye Nolis	(905) 479-7500 ext. 2117 or 1-800-667-2570
Canadian Surety Co., The 2200 Yonge St., Ste. 1200 Toronto ON M4S 2C6	Rudy Capogna	(416) 966-8133 or 1-800-387-5601
Canadian Trinity Life Insurance Co. 33 Bloor St. East, 14th Floor P.O. Box 5030, Stn F Toronto ON M4Y 2T1	Sharon Bach	(416) 924-7900 or 1-800-788-0839
Caradoc Delaware Mutual Fire Insurance Company 22508 Adelaide Rd. Mount Brydges ON N0L 1W0	Dave McNamara	(519) 264-2298
Canassurance Life Insurance Company Inc. c/o Ontario Blue Cross 185 The West Mall, Suite 600 Etobicoke ON M9C 5P1	Bill Walker	416-626-1688 or 1-800-873-2583 Ext. 2211
Cayuga Mutual Fire Insurance Co. 23 King St. West P.O. Box 204 Cayuga ON N0A 1E0	Kathryn Adie	(905) 772-5498 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	Domenic Messina	(905) 306-5273 or 1-800-565-6050
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	Andrea Dudun	(416) 359-3284 or 1-800-252-4670

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<p>Citadel General Assurance Company, The c/o AXA Insurance (Canada) 5700 Yonge Street, Ste. 1400 North York ON M2M 4K2</p>	<p>Carmen Grigg (policy) Mariellen Glover (claims) Nicole Lamontagne (accident and sickness)</p>	<p>1-877-292-4968 Ext. 4133 Ext. 4112 1-514-282-6817 Ext. 2655 or 1-800-561-7251 Ext. 2655</p>
<p>Clarica Life Insurance Company 225 King Street West, 7th Floor Toronto ON M5V 3C5</p>	<p>Erika Krausz</p>	<p>(416) 408-8954 or 1-800-786-5433 ext. 8954</p>
<p>Coachman Insurance Co. 802 The Queensway Toronto ON M8Z 1N5</p>	<p>Paul Christoff</p>	<p>(416) 255-3417 or 1-800-361-2622</p>
<p>Combined Insurance Co. of America 7300 Warden Ave. Markham ON L3R 0X3</p>	<p>Dondi Cheung</p>	<p>(905) 305-4338 or 1-888-234-4466</p>
<p>Commerce and Industry Insurance Company of Canada 145 Wellington St. West, Ste. 1400 Toronto ON M5J 1H8</p>	<p>Gabrielle Parker & Robert Marion, Toronto Claims Lynda Cunningham, Claims Canada</p>	<p>(416) 596-4052 (416) 596-3060 (416) 596-4123 or 1-800-387-4481</p>
<p>Commercial Travelers Mutual Insurance Company 25 Princess Margaret Blvd. Etobicoke ON M9A 1Z5</p>	<p>William C. Jorgens</p>	<p>(905) 792-8890</p>
<p>Commercial Union Assurance Company of Canada 2206 Eglinton Avenue East Scarborough ON M1L 4S8</p>	<p>Garry Traynor</p>	<p>(416) 701-4342 or 1-800-387-4518</p>
<p>Commercial Union Life Assurance Company of Canada <i>refer to MFC Inc. Co.</i></p>		
<p>Concordia Life Insurance Company <i>refer to The Empire Life</i></p>		

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
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
Co-operators Life Insurance Co., The 1920 College Avenue Regina SK S4P 1C4	Deb Pacholka	(306) 347-6262 or 1-866-341-1828
Co-operators, The Priory Square 130 Macdonell St. Guelph ON N1H 6P8	Bob Henderson or Beth Murison	(519) 824-4400 or 1-800-265-2612
Coseco Insurance Co. C/O HB Group Insurance Management Ltd. 5600 Cancross Court Mississauga ON L5R 3E9	Jane E. Vanderplaat	(905) 507-5745 or 1-800-387-1963
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	Donald Murray	(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	Rudy Capogna	(905) 631-5017 or 1-800-263-9120 ext. 5017
CUMIS Life Insurance Company P.O. Box 5065 151 North Service Road Burlington ON L7R 4C2	Angela Dawe	(905) 631-4902 or 1-800-263-9120 ext. 4902
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

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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	Ronald P. Wettlaufer	(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 1550 Enterprise Road, Suite 310 Mississauga ON L4W 4P4	Anna M. Caron	(905) 564-9215 ext. 7912 or 1-800-324-3566 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

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Ekfrid Mutual Insurance Co. <i>refer to: Town & Country Mutual Insurance</i>		
Elite Insurance Company C/O Aviva Group Canada Ltd. 2206 Eglinton Avenue East, 4th. fl. r Scarborough ON M1L 4S8	Garry Traynor	(416) 701-4342 or 1-800-387-4518
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	Julie Tompkins	(613) 548-1890 Ext. 3301 or 1-800-561-1268
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
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	Christina M. Piperakis	(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, 18th. 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

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Farmers' Mutual Insurance Co. (Lindsay) 12 - 16 Peel St. P.O. Box 28 Lindsay ON K9V 4R8	Stan Durward	(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 <i>refer to: Missisquoi</i>		
Fenchurch General Insurance Company 2655 North Sheridan Way Suite 115 Mississauga ON L5K 2P8	Cecil Persaud	(905)822-2282
First American Title Insurance Company 2235 Sheridan Garden Drive Oakville ON L6J 7Y5	Barbara Locke Geier	(905) 287-3340 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>		

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Fortis Benefits Insurance Company 1145 Nicholson Road, Unit #2 Newmarket ON L3Y 7V1	Barbara Carnegie	1-800-663-8680
GAN Canada Insurance Co. C/O General Accident Assurance Co. of Canada, The 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Garry Traynor	(416) 701-4342 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	Garry Traynor	(416) 701-4342 or 1-800-387-4518
GCAN Insurance Company 480 University Ave. Toronto ON M5G 1V6	Michael A. Psaki	(416) 598-4651
Gerber Life Insurance Company CAS Accounting for Insurance 1145 Nicholson Road, Unit 2 Newmarket ON L3Y 9C3	Robin Holloway	906-853-0858 Ext. 226
General Accident Assurance Co. of Canada, The 2206 Eglinton Ave. East Scarborough ON M1L 4S8	Garry Traynor	(416) 701-4342 or 1-800-387-4518
Germania Farmers' Mutual Fire Insurance Company P.O. Box 30 Ayton ON N0G 1C0	Dan Hill	(519) 665-7715 or 1-800-265-3433
Glengarry Farmers' Mutual Fire Insurance Company 57 Main St. North P.O. Box 159 Alexandria ON K0C 1A0	Brian K. Fisher	(613) 525-2557 or 1-800-263-7684
Gore Mutual Insurance Co. 252 Dundas St. P.O. Box 70 Cambridge ON N1R 5T3	Heidi Sevcik	(519) 623-1910 or 1-800-265-8600
Great American Insurance Co. C/O Cassels, Brock & Blackwell Scotia Plaza 40 King St. West, Ste. 2100 Toronto ON M5H 3C2	J. Brian Reeve	(416) 869-5745

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<p>Great-West Life Assurance Co., The 255 Dufferin Street London ON N6A 4K1</p> <p>Great-West Life Assurance Co., The 60 Osborne Street North Winnipeg MB R3C 1V3</p>	<p>Kathy Langford (individual)</p> <p>Loraine Lavallee (group)</p>	<p>(519) 435-7835 or 1-866-292-7825</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>
<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>Halifax Insurance Company <i>refer to ING CANADA</i></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>

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Hartford Fire Insurance Company 20 York Mills Rd. Willowdale ON M2P 2C2	Dave Barker	(416) 733-9265 ext. 51953
Hartford Life Insurance Co. c/o AIG Life of Canada 60 Yonge Street Toronto ON M5E 1H5	Dolly Harrilal	(416)596-2952 or 1-877-742-5244
Hay Mutual Insurance Co. 15 Main St. P.O. Box 130 Zurich ON N0M 2T0	John R. Consitt	(519) 236-4381
Heritage General Insurance Company 80 Tiverton Crt., 5th Floor Markham ON L3R 0G4	Kaye Nolis	(905)479-7500 ext. 2117 or 1-800-387-2800
Home Insurance Co., The C/O Focus Group Inc. 26 King St. East, Ste. 500 Toronto ON M5C 1E5	Judith Moncrieff	(416) 361-1728
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
ING Canada 181 University Avenue Suite 700 Toronto ON M5H 3M7	Jennifer Spadafora	1-866-302-5094

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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 Saint-Loris Road, Sillery P.O. Box 1907 Station Terminus Quebec City QC G1K 7M3	Michel Turcotte	(418) 684-5000 ext. 5144 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
<i>Ingle Life and Health Assurance Company:</i> <i>refer to Trent Health Ins. Co.</i>		
The Insurance Corporation of New York 1145 Nicholson Road, Unit 2 Newmarket ON L3Y 7V1	Robin Holloway	(905) 853-0858 ext. .226
Jevco Insurance Co. 2021 Union Avenue Room 1150 Montreal QC H3A 2S9	Serge Lavoie	(514) 284-9350 ext. 3201 or 1-800-361-8500
John Alden Life Insurance Company c/o CAS Accounting for Insurance 1145 Nicholson Road, Unit 2 Newmarket ON L3Y 9C3	Robin Holloway	905-853-0858 Ext. 226
John Hancock Mutual Life Insurance Co. C/O McLean & Kerr 130 Adelaide St. West, Ste. 2800 Toronto ON M5H 3P5	Antoniette Ricci	(617) 572-5800
Kent & Essex Mutual Insurance Co. 250 St. Clair St. P.O. Box 356 Chatham ON N7M 5K4	Bernard MacNeil	(519) 352-3190 or 1-800-265-5206

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Kingsway General Insurance Co. 5310 Explorer Dr., Ste. 200 Mississauga ON L4W 5H8	Nancy Carnahan	(905) 629-7888 or 1-800-265-5458 ext. 2573
Knights of Columbus 1 Columbus Plaza New Haven CT 06510-3326 U.S.A.	James Lee	(203) 752-4252 or 1-800-524-3611 ext. 4252
Lambton Mutual Insurance Co. P.O. Box 520 Watford ON N0M 2S0	Ronald E. Perry	(519) 876-2304 or 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	Jerzy Adamowicz	(416) 598-5861
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

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
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 America C/O John Milnes & Associates 68 Scollard St., 2nd Floor Toronto ON M5R 1G2	Sean Mooney	(319) 398-8615 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	Kathy Langford (individual)	(519) 435-7835 1-866-292-7825
London Life Insurance Company c/o The Great-West Life 60 Osborne Street North Winnipeg MB R3C 1V3	Loraine Lavallee (group)	(204) 946-4807 1-866-842-9747

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY		
INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
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
Lutheran Life Insurance Society of Canada 470 Weber St. North Waterloo ON N2J 4G4	James R. Widdecombe	(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. 48239 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. 48239 collect calls accepted at (519)747-6600
Manulife Canada Ltd. 25 Water Street South Kitchener ON N2G 4Y5	Fil Moniz	(519) 747-7000 ext. 48239 collect calls accepted at (519)747-6600
Maritime Life Assurance Co., The c/o The (Manulife Financial) 500 King Street North P.O. Box 1602 Waterloo ON N2J 4C6	Fil Moniz	(519) 747-7000 ext. 48239 collect calls accepted at (519)747-6600
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

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 20 Eglinton Ave. West, Ste. 500 Toronto ON M4R 1K8	Mr. C.C. (Charlie) Macaluso	(416) 483-7739 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 97, Station A Mississauga ON L5A 2Y9</p> <p><i>NB: For Travel policies, contact Voyageur Ins Co.</i></p>	Cathie Dowell	(905) 804-5087 or 1-800-461-1413
<p>NAC Reinsurance Corporation C/O Encon Insurance Managers Inc. 350 Albert St., Ste. 700 Ottawa ON K1R 1A4</p>	Denis J. Shillington	(613) 786-2000
<p>NN Life Insurance Company of Canada</p> <p><i>refer to Transamerica Life Ins. Co.</i></p>		
<p>National Bank Life Insurance Company 600 La Gauchetiere Road West 4th. Floor Montreal QC H3B 4L2</p>	Pierre Desroches	(514) 394-6215
<p>National Life Assurance Company of Canada, The 522 University Ave. Toronto ON M5G 1Y7</p>	D. James Newland	(416) 585-8052 or 1-800-387-4326 ext. 8052
<p>New Hampshire Insurance Co. 145 Wellington St. West, Ste 1400 Toronto ON M5J 1H8</p>	Gabrielle Parker Robert Marion Lynda Cunningham	(416) 596-4052 (416) 596-3060 (416) 596-4123
<p>New York Life Insurance Co. C/O Cassels, Brock & Blackwell Scotia Plaza 40 King St. West, Ste. 2100 Toronto ON M5H 3C2</p>	Marc Schindelheim	(212) 576-8181
<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>	Graham J. Lloyd	416-601-4410

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY		
INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Nordic Insurance Company of Canada, The c/o ING Canada 181 University Avenue Suite 700 Toronto ON M5H 3M7	Jennifer Spadafora	1-866-302-5094
Norfolk Mutual Insurance Co. 33 Park Rd. RR# 1 Simcoe ON N3Y 4J9	Carrol E. Lambert	(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	John W. King	(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 Frontier Insurance Company 147 Mcintyre Street West, Suite 200 PO Box 1288 North Bay ON P1B 8K5	Christian J. Hutchison	(705)494-5005 or 1-800-461-6110 ext. 2250
Oxford Mutual Insurance Co. RR# 4 P.O. Box 430 Thamesford ON N0M 2M0	W.M. Jellous	(519) 285-2916 or 1-800-461-6933

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
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 Elaine Davidson	1-877-726-6786 (905)940-4270 (905) 475-4427
Paul Revere Life Insurance Co., The c/o RBC Life Insurance Company P.O. Box 97, Station A Mississauga ON L5A 2Y9	Catherine Dowell	(905) 606-1141 or 1-800-669-1936 ext.. 61141
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	Al Simpson	(519) 638-3304 or 1-800-265-2473
Peel Mutual Insurance Co. 103 Queen St. West Brampton ON L6Y 1M3	Philip H. Haynes	(905) 451-2386 or 1-800-268-3069
Pembridge Insurance Company 27 Allstate Parkway, Suite 100 Markham ON L3R 5P8	Carla Laakso Teresa Garber Elaine Davidson (claims)	(905) 470-4723 or 1-877-726-6786 (905) 940-4270 (905) 475-4427 or 1-800-387-0462
PennCorp Life Insurance Co. 90 Dundas St. West, Ste. 400 Mississauga ON L5B 2T5	Patrick Smith	(905) 795-2300 ext.. 5135 or 1-800-268-2835
Pennsylvania Life Insurance Co. 55 Superior Boulevard Mississauga ON L5T 2X9	Patrick Smith	(905) 795-2300 ext. 5135 or 1-800-268-2835

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
PeoplePlus Insurance Company 181 University Avenue , Ste 700 Toronto ON M5H 3M7	Jennifer Spadafora	1-866-817-2138
The Personal Insurance Company of Canada 3 Robert Speck Parkway, Suite 500 Mississauga ON L4Z 3Z9	Domenic Messina	(905) 306-5273 or 1-800-565-6050 ext. 5273
Perth Insurance Company 111 Westmount Rd. South Waterloo ON N2J 4S4	Richard Seip	(519) 570-8215 or 1-800-265-9996, ext. 8215
Pilot Insurance Co. 90 Eglinton Ave. West Toronto ON M4R 2E4	Rob Park	(416) 487-5141 or 1-800-268-7306
Portage la Prairie Mutual Insurance Co. 320 Vine St., 3rd Floor St. Catharines ON L2M 4T3	Edward J. Forbes	(905) 937-0100 or 1-800-263-7262
Primum 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
Prescott Mutual Insurance Co. 377 St. Philippe St. P.O. Box 280 Alfred ON K0B 1A0	Serge Gauthier	(613) 679-2277
Primerica Life Insurance Co. of Canada 2000 Argentia Rd., Ste. 300, Plaza 5 Mississauga ON L5N 2R7	Joe Yassi	(905) 812-2900 or 1-800-387-7876
Principal Life Insurance Company C/O John Milnes and Associates 68 Scollard Street, 2nd Floor Toronto ON M5R 1G2	John R. Milnes	(416) 964-0067

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
<p>Progressive Casualty Insurance Co./ Progressive Casualty Insurance Co. of Canada 200 Yorkland Blvd., 5th Floor Willowdale ON M2J 5C1</p>	<p>Nancy Walsh - policy service</p> <p>(M) B. Blanford - injury claim service</p> <p>Linda Granger - Claim Services</p>	<p>(416) 756-8037 or 1-800-888-7764</p> <p>(416) 490-3404</p> <p>(416) 756-8010 or 1-800-274-4499</p>
<p>Providence Washington Insurance Company 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>Provident Life and Accident Insurance Co. c/o RBC Insurance Services P.O. Box 213, Station "A" Mississauga ON L5A 4N9</p>	<p>Catherine Dowell</p>	<p>1-888-728-6666</p>
<p>Prudential Insurance Co. of America, The 300 Consilium Place, Ste. 1200 Toronto ON M1H 3G2</p>	<p>Mary M. Moffett</p>	<p>(416) 296-3467 or 1-800-591-7779</p>
<p>RBC General Insurance Company P.O. Box 97, Station A Mississauga ON L5A 2Y9</p>	<p>Catherine Dowell</p>	<p>(905) 606-1141 or 1-800-669-1936 ext. 61141</p>
<p>RBC Life Insurance Company P.O. Box 97, Station A Mississauga ON L5A 2Y9</p>	<p>Catherine Dowell</p>	<p>(905) 606-1141 or 1-800-669-1936 ext. 61141</p>
<p>RBC Travel Insurance Company P.O. Box 97, Station A Mississauga ON L5A 2Y9</p>	<p>Catherine Dowell</p>	<p>(905) 606-1141 or 1-800-669-1936 ext. 61141</p>
<p>Reliable Life Insurance Co. 100 King St. West P.O. Box 557 Hamilton ON L8N 3K9</p>	<p>Russel C. Gunn</p>	<p>(905) 523-5587 or 1-800-465-0661</p>

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY		
INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
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
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	Mark Rogers	(416) 866-3480
Scotia Life Insurance Co. 100 Yonge St., Ste. 400 Toronto ON M5H 1H1	Mark Rogers	(416) 866-3480
Scottish & York Insurance Co. Ltd. C/O General Accident Group Ltd. 2206 Eglinton Ave. East, 4th Floor Scarborough ON M1L 4S8	Garry Traynor	(416) 701-4342 or 1-800-387-4518
SecuriCan General Insurance Company 777 Portage Avenue Winnipeg ON R3G 0N3	Roger Ranieri	(204) 942-2555 ext. 365
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

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY		
INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
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
Sovereign General Insurance Company 4 King Street West, 17 th . Floor Toronto ON M5H 1B6	David Broadhurst or Lorne MacKenzie	(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
Standard Life Assurance Company 1245 Sherbrooke Street West Montreal QC H3G 1G3	Françoise Paiement	(514) 841-5637 or 1-888-841-6633
Speciality National Insurance Co. 36 King Street East Suite 500 Toronto, Ontario M5C 1E5	Judith Moncrieff	416-361-1728
State Farm Insurance Companies 333 First Commerce Drive Aurora ON L4G 8A4	Ray G. Kearns	(905) 750-4204 or 1-877-370-3276
Stewart Title Guarantee Company 200 Bay Street, Suite 2200 Toronto ON M5J 2J2	Pilar Cabrera	416-307-3300
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 225 King Street West, 7th Floor Toronto ON M5V 3C5	Erika Krausz	(416) 408-8954 or 1-800-786-5433 ext. 8954
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

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
TD Life Insurance Company Richmond Adelaide Centre 120 Adelaide Street West Toronto ON M5H 1T1	Jane Elliott	(416) 982-5296 or 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 Fraternal Society of Ontario 916 The East Mall, Ste. C Etobicoke ON M9B 6K1	Linda Johnson	(416) 620-1140 or 1-800-668-4229
Temple Insurance Company 390 Bay Street, 22 nd . Floor Toronto ON M5H 2Y2	John W. Martin	(416) 364-2851 ext. 2147
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	Garry Traynor	(416) 701-4342 or 1-800-387-4518

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY		
INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Trafalgar Insurance Co. of Canada c/o ING Canada 181 University Avenue Suite 700 Toronto ON M5H 3M7	Jennifer Spadafora	1-866-302-5094
Transamerica Life Insurance Company of Canada c/o AEGON Canada Inc. 5000 Yonge Street, 3 rd . Fl Toronto ON M2N 7J8	Serge Cecchetto	(416) 883-5169 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 Casualty & Surety Company of Canada c/o St. Paul Guarantee 77 King St. West, 34 th . Floor Royal Trust Tower, P.O. Box 284 Toronto ON M5K1K2	Graham J. Lloyd	(416) 601-4410 or 1-800-268-8481
Travelers Indemnity Co., The c/o St. Paul Guarantee 77 King St. West, 34 th . Floor Royal Trust Tower, P.O. Box 284 Toronto ON M5K1K2	Graham J. Lloyd	(416) 601-4410 or 1-800-268-8481
Travelers Insurance Co., The C/O CAS Accounting for Insurance Inc. 1145 Nicholson Rd., Unit #2 Newmarket ON L3Y 7V1	Robin Holloway	905-853-0858 Ext. 226
Trent Health Insurance Company 1920 College Avenue Regina SK S4P 1C4	Terri Uhrich	(306)347-6643 or 1-866-341-1828
Trillium Mutual Insurance Company 10 John St. Formosa ON N0G 1W0	Joe Dietrich	(519) 367-5600 or 1-800-265-3020
Ukrainian National Association Inc. <i>See: Maritime Life Assurance Co.</i>		

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
<p>Unifund Assurance Company 1595 16th Ave., Ste. 400 Richmond Hill ON L4B 3S5</p>	<p>Mandy Hillhouse</p>	<p>(905) 764-4099 or 1-866-343-3193</p>
<p>Union Fidelity Life Insurance Co. C/O Employers Reinsurance Canada 200 Wellington St. West, Ste. 400 P.O. Box 166 Toronto ON M5V 3C7</p>	<p>Alan Ryder</p>	<p>(416) 217-5500</p>
<p>Union of Canada Life Insurance 325 Dalhousie St. P.O. Box CP 717 Ottawa ON K1P 5P8</p>	<p>Marc A. Parent</p>	<p>(613) 241-3660 or 1-877-966-6676</p>
<p>United American Insurance Co. 145 King St. West, Ste. 1002 Toronto ON M5H 3X6</p>	<p>Larry Hutchinson</p>	<p>(972) 569-3245</p>
<p>Unity Life of Canada 100 Milverton Drive Suite 400 Mississauga ON L5R 4H1</p>	<p>Geoffrey L. Harrison</p>	<p>905-219-8000 or 1-800-267-8777</p>
<p>UNUM Life Ins. Co. of America c/o RBC Life Insurance Company P.O. Box 97, Station A Mississauga ON L5A 2Y9</p>	<p>Catherine Dowell</p>	<p>(905) 606-1141 or 1-800-669-1936 ext. 61141</p>
<p>US International Reinsurance Co. C/O Focus Group Inc. 36 King St. East, Ste. 500 Toronto ON M5C 1E5</p>	<p>Judith Moncrieff</p>	<p>(416) 361-1728</p>
<p>Usborne & Hibbert Mutual Fire Insurance Co. 507 Main St. South Exeter ON N0M 1S1</p>	<p>Sharon Doxtator</p>	<p>(519) 235-0350 or 1-800-422-3996</p>
<p>Utica Mutual Insurance Co. C/O Focus Group Inc. 36 King St. East, Ste. 500 Toronto ON M5C 1E5</p>	<p>Robin Holloway</p>	<p>(905) 853-0858 Ext. 226</p>
<p>Virginia Surety Company Inc. 7300 Warden Ave., Ste. 300 Markham ON L3R 0X3</p>	<p>Dondi Cheung</p>	<p>(905) 305-4338</p>

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY		
INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
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)
Wellington Insurance Company <i>Refer to ING CANADA</i>		
West Elgin Mutual Insurance Co. 274 Currie Rd. P.O. Box 130 Dutton ON N0L 1J0	Brian Downie	(519) 762-3530 or 1-800-265-7635
Westbury Canadian Life Insurance Co. c/o RBC Life Insurance Company P.O. Box 97, Station A Mississauga ON L5A 2Y9	Catherine Dowell	(905) 606-1141 or 1-800-669-1936 ext. 61141
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

INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Western Life Assurance Co. 309 - 1st. 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. 201 - 5310 Explorer Dr. Mississauga ON L4W 5H9	Irene Loy	(905) 629-8444 ext. 4900 or 1-800-676-0967 ext. 4900
Zenith Insurance Company 105 Adelaide St. West, 3rd Floor Toronto ON M5H 1P9	R. Paul Krpan	(416) 350-4445 or 1-800-268-9680 ext. 4445
Zurich North America Canada 400 University Avenue Toronto ON M5G 1S7	David Bailey	(416) 408-6303 or 1-800-387-5454 ext. 6303