

May 8, 2009

**[Company Name]**

[Contact Name]

[Title]

[Address\_Line\_1]

[Address\_Line\_2]

[City, Province] [Postal Code]

Dear [Contact Name],

We are pleased to announce the national expansion of the Complaint Reporting System (SRP-CRS).

Insurance regulators from the jurisdictions of Alberta, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Prince Edward Island, Quebec, Saskatchewan and Yukon have agreed to a common system for complaint data reporting.

The new system has been built similar to the one insurance companies are already using to report their complaint data online to Ontario and Quebec respectively. The system will harmonize company complaint data reporting requirements across Canada.

In January 2009, an industry working group comprising representatives of insurance companies, the Canadian Life and Health Insurance Association (CHLIA) and the Insurance Bureau of Canada (IBC) was established. Regulators have been meeting regularly with CLHIA and IBC to obtain their views on how best to design and implement the system and where possible we have incorporated their suggestions.

The system will be launched on July 1, 2009. Over the next few weeks we will be contacting the designated individual(s) within your company who currently oversee complaint data reporting in Ontario and Quebec to establish the technical arrangements necessary under the expanded harmonized system.

We look forward to continue working with the industry towards promoting and strengthening the harmonized complaint reporting system across Canada.

Yours truly,

**ALBERTA**

*Original Signed By:*

**Dennis Gartner**

Superintendent of Insurance &  
Assistant Deputy Minister  
Finance and Enterprise

**MANITOBA**

*Original Signed By:*

**Jim Scalena**

Superintendent  
Financial Institutions  
Regulation Branch

**NEW BRUNSWICK**

*Original Signed By:*

**Deborah J. McQuade**

Superintendent of Insurance  
Department of Justice  
Insurance Branch

**NEWFOUNDLAND AND  
LABRADOR**

*Original Signed By:*

**Douglas J. Connolly**

Deputy Superintendent of Insurance  
Department of Government Services

**NOVA SCOTIA**

*Original Signed By:*

**Douglas Murphy**

Superintendent of Insurance,  
Credit Unions & Trust & Loan Companies  
Department of Finance

**ONTARIO**

*Original Signed By:*

**Bob Christie**

CEO and Superintendent of Financial Services  
Financial Services Commission of Ontario

**PRINCE EDWARD ISLAND**

*Original Signed By:*

**Robert Bradley**

Superintendent of Insurance  
Office of the Attorney General

**QUEBEC**

*Original Signed By:*

**Jean St-Gelais**

President and CEO  
Autorité des marchés financiers

**SASKATCHEWAN**

*Original Signed By:*

**J. M. Hall**

Superintendent of Insurance  
Saskatchewan Financial Services Commission

**YUKON**

*Original Signed By:*

**Fiona Charbonneau**

Superintendent of Insurance  
Department of Community Services