

MAY 20, 2009

TO: COMPANY COMPLAINT DATA REPORTING DESIGNATES

RE: National Expansion of the Complaint Reporting System

On May 8th, 2009, the insurance regulators from the participating jurisdictions of:

1. *Alberta*
2. *Manitoba*
3. *New Brunswick*
4. *Newfoundland and Labrador*
5. *Nova Scotia*
6. *Ontario*
7. *Prince Edward Island*
8. *Quebec*
9. *Saskatchewan*
10. *Yukon*

sent a common letter to the CEO/Chief Agents of insurance companies carrying on business across Canada, announcing the national expansion of the SRP CRS system.

Following the communication to your company's CEO/Chief Agent, we are writing to inform you about the roll-out of the existing Complaint Reporting System (SRP-CRS) nationally.

Over the past year, the Autorité des marchés financiers (AMF) and the Financial Services Commission of Ontario (FSCO) have worked jointly with the other Canadian insurance regulators to implement a common system that will harmonize the complaint data reporting requirements across Canada.

The new system is similar to the one you are currently using to report your complaint data online to AMF and FSCO respectively. Companies that operate across Canada will continue to declare data to AMF and FSCO separately but will now also report their data to the other regulators through a single declaration. The system will continue to provide a single point of access – one log-in, one account – for companies to enter and declare all of their data.

The expanded system will be launched on **July 1, 2009** so that companies can begin to collect complaint data in the other jurisdictions in accordance with the criteria already established. In keeping with the reporting deadlines currently in effect in Quebec and Ontario, companies are required to report the data collected between **July 1, 2009** and **December 31, 2009** no later than **January 30, 2010**.

To enter and declare complaints to the participating insurance regulators, we have created a new reporting entity that represents all licenses your company(s) hold to carry on the business of insurance in any of the participating jurisdictions other than Ontario and Quebec, and linked it to your existing user account(s).

We have identified you as the individual who would be responsible for the consolidation and reporting of complaints to the other regulators and who would be the central point of contact for communications between the other regulators and the company(s) you represent.

If this is not the case, please provide the contact information of the designated individual by email at srp-crs@fSCO.gov.on.ca by May 25.

What's Changed?

- *One single declaration for complaints received in all participating jurisdictions other than Ontario and Quebec*
- *No changes to reporting for Ontario and Quebec (one declaration for FSCO and one for the AMF)*
- *Same complaint definition, codes and reporting deadlines*
- *Single point of access for multiple declarations*

***Who to contact for
Support and Inquiries?***

- *AMF and FSCO will continue to be the central point of contact for inquiries from companies about how to apply the complaint definition and codes, as well as inquiries about the system.*
- *FSCO will be the central point of contact for inquiries about the administration of user accounts for Ontario and participating regulators (e.g. new account requests, account linkages etc).*

In addition, AMF and FSCO will be holding webinar training sessions for individuals within your company(s) who would like a comprehensive briefing on the new requirements. In the next few days, we will be sending an email invitation with information on how to register for one of these training sessions.

Staff who oversee complaint handling procedures or report complaint data to the regulators are strongly encouraged to attend the training.

We would also like to take this opportunity to express our thanks to the industry working group members for their valuable comments and suggestions in the development and roll-out of the system.

We look forward to the implementation of the national complaint data reporting system. Thank you.

Sincerely,

AMF and FSCO,

on behalf of all Participating Insurance Regulators

Mark Your Calendars!

Live Webinars

(Training Dates and Times)

Webinar #1 – Thursday, June 04, 2009 (English) – 11:00 AM to 12:15 PM (EST)

Webinar #2 – Thursday, June 11, 2009 (English) – 11:00 AM to 12:15 PM (EST)

Webinar #3 – Thursday, June 11, 2009 (English) – 1:30 to 2:45 PM (EST)

Webinar #4 – Thursday, June 18, 2009 (French) – 11:00 AM to 12:15 PM (EST)

More details to follow!

For more information, please contact us by email at srp-crs@fSCO.gov.on.ca or RapportdePlaintes@lautorite.qc.ca