

# Aviva Complaint Resolution Process



As an Aviva customer, your satisfaction is important to us.

If you are unhappy with a product or the level of service you've received from Aviva, our ombudsperson will try to resolve the situation by acting as a liaison between you and the business unit where the complaint originated.

To ensure that your escalation is handled as efficiently and fairly as possible, please follow these steps:

1. Involve your broker. They can act on your behalf as an intermediary between the company and yourself. Or, you can always involve the supervisor of the representative you are dealing with.
2. Should your escalation not be handled to your satisfaction, you can call Aviva's Ombudsman, who will try to resolve the situation by acting as a liaison between you and the business unit where the escalation originated.
3. Should your concerns not be addressed as you see fit, you can consult with your province's government complaint office. At this point, you will have received a Final Position Letter from Aviva that includes the pertinent information to do so.

Contact the **Office of the Ombudsperson** at:

2206 Eglinton Avenue East  
Scarborough, Ontario M1L 4S8  
E-mail: [ombudsman@avivacanada.com](mailto:ombudsman@avivacanada.com)  
Telephone 416-615-3634  
Toll Free 1-877-689-3634 Ext #53634  
Fax 416-615-4239

## **Independent assistance: General Insurance Ombudservice**

If we are unable to reach a satisfactory resolution to your particular issue, we will send you a "final position letter" stating Aviva Canada's final decision on the issue.

If you wish to pursue the matter further, you may contact the General Insurance Ombudservice (GIO) which helps resolve conflicts between insurance companies and their customers, for home, automobile and business insurance issues.

GIO uses neutral and professional mediators and experienced customer service officers to reach a solution that is in the best interest of customers and their insurance companies, in a fair, independent and impartial environment.

The GIO does not provide compensation or monetary award and its services are non-binding. For more information, visit: [www.giocanada.org](http://www.giocanada.org).

### **About Aviva's complaint procedure**

Aviva Canada has filed its complaint procedure with the Financial Consumer Agency of Canada (FCAC), an independent government body that regulates consumer provisions relating to financial services, including insurance.

If you have a concern about the way Aviva Canada handled your particular issue, you may contact the FCAC for information on how to address the situation. The FCAC determines the nature of a complaint and if there is a breach of the law, it takes action to ensure compliance by the financial institution.

The FCAC does not provide personal redress (i.e., compensation or monetary award); its focus is to ensure that institutions comply with the law. For more information, visit: [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca).