

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
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 1200 Toronto ON M5X 1A6	Carol Blake	416-594-3005
ACE INA Life Insurance The Exchange Tower 130 King Street West Suite 1150 Toronto ON M5X 1A6	Sabrina Carbe	(416) 594-2830 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 Manulife Canada Ltd.		
AIG Life of Canada  Refer to BMO Life Assurance Company		
Alberta Motor Association Insurance Company 10310 G.A. MacDonald (39A) Ave. P.O. Box 8180, Station South Edmonton AB T6H 5X9	Dianne Lennie	(780) 430-5589 collect calls accepted
Algoma Mutual Insurance Company 131 Main St. Thessalon ON P0R 1L0	Cameron Ross	(705) 842-3345 ext. 202 or 1-800-461-7260

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<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
Allianz Global Risks US Insurance Company 130 Adelaide Street West Suite 1600 Toronto ON M5H 3P5	Al Bosch	416-849-4530 or 1-866-658-4247
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	Connie McCormick (claims)  underwriting Teresa Garber Ronya Brooks Keith Chan	(905) 475-4908 or 1-800-387-0462  (905) 475-4522 or 1-877-726-6786
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
American Road Insurance Co., The	Robin Holloway	(905) 853-0858

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
C/O CAS Accounting for Insurance Inc. 1145 Nicholson Rd., Unit #2 Newmarket ON L3Y 7V1		ext. 226
AMEX Assurance Company 36 King Street East, Suite 500 Toronto, Ontario M5C 1E5	Judith Moncrieff	416-361-1728
Amherst Island Mutual Fire Insurance Co. RR# 1 Stella ON K0H 2S0	Bruce Caughey	(613) 389-2012
Ascentus Insurance Ltd 10 Wellington Street East Toronto ON M5E 1L5	Bonnie Pilkington	905-829-6554 Ext. 3550 or 1-800-387-7560 Ext. 3550
Associates Financial Life Insurance Co. 201 Queens Ave. London ON N6A 1J1	Chantal McGarrell	(519) 660-2610 or 1-800-285-8623
Assumption Life P.O. Box 160 770 Main Street Moncton NB E1C 8L1	Odette Snow	(506) 853-5422 or 1-800-455-7337
Assurant Life of Canada 5160 Yonge Street Suite 500 Toronto ON M2N 7C7	Ms. Gabe Czar	416-229-3621 or 1-800-561-3232 ext. 6190
Aviva Canada 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643, Ext. 43634
Axa Insurance Inc. 5700 Yonge St., Ste. 1400 North York ON M2M 4K2	Carmen Grigg  Mariellen Glover (claims)	1-877-292-4968 ext. 4133  ext. 4112
Ayr Farmers Mutual Insurance Co. P.O. Box 1170 Ayr ON N0B 1E0	Donald J. Davidson	(519) 632-7413 or 1-800-265-8792
BMO Life Assurance Company 60 Yonge Street	Steve Parrott	(416) 596-3900 ext. 7626

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Toronto ON M5E 1H5		or 1-877-742-5244 ext. 7626
BMO Life Insurance Company* 55 Bloor Street West, 15 <sup>th</sup> . Floor Toronto ON M4W 3N5	H, John Lewsen	(416) 927-3609
Bay of Quinte Mutual Insurance Co. P.O. Box 1460 13379 Loyalist Parkway Picton ON K0K 2T0	Jeffery Howell	(613) 476-2145 or 1-800-267-2126
Belair Insurance Company 700 University Avenue Suite 1500-A (Legal) Toronto ON M5G 0A1	Jennifer Spadafora	416-941-5383 or 1-877-341-1464, ext. 45096
Bertie and Clinton Mutual Insurance Co. 1789 Merrittville Highway RR #2 Welland ON L3B 5N5	Keith Hallborg	(905) 892-0606 or 1-800-263-0494
Blanshard Mutual Insurance Co.  <i>Refer to Tradition Mutual Insurance Company</i>		
Blue Cross Life Insurance Co. of Canada 644 Main Street Box 220 Moncton, New Brunswick E1C 8L3	Louise Doucet	(506) 867-4285 ou 1-800-667-4511
Brant Mutual Insurance Co. 207 Greenwich St. Brantford ON N3S 2X7	Beth Young	(519) 752-0088 or 1-800-461-2543
British Aviation Insurance Co. Ltd., The 100 Renfrew Drive Suite 200 Markham ON L3R 9R6	Giuseppe A. Zigrossi	(905) 479-2244
CAA Insurance Co. (Ontario) 60 Commerce Valley Dr. East Thornhill ON L3T 7P9	Anjana Dhillon	(905) 771-3393 or 1-800-268-3750 ext. 3393

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<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
<b>CIBC Life Insurance Co. Ltd.</b> 3 Robert Speck Parkway, 9 <sup>th</sup> . Floor Mississauga ON L4Z 2G5	Lawrie McGill  Sue Manson	(905) 306-4924  (905) 306-4922 or 1-800-565-6050
<b>CIGNA Life Insurance Co. of Canada</b> 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>  <b>The Canada Life Assurance Co.</b>		
<b>CT Financial Assurance Company</b> 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> refer to  <b>Speciality National Insurance Co.</b>		
<b>Canada Life Assurance Co., The</b> 255 Dufferin Avenue London ON N6A 4K1  <b>Canada Life Assurance Co. The</b> c/o The Great-West Life 60 Osborne Street North Winnipeg MB R3C 1V3	Kathy Langford (individual)  Loraine Lavallee (group)	(519) 435-7835 1-866-292-7825  (204) 946-4807 1-866-842-9747
<b>Canadian Lawyers Liability Assurance Society</b> 250 Yonge Street, Suite 2900 Toronto ON M5B 2L7	Patrick Mahoney	416-408-2626

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<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
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
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  Refer to  Allianz Insurance Co. of Canada		
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 Fax; 519-264-9101
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	Jeff Griffith	1-866-676-5273
Certas Home & Auto Insurance	Jeff Griffith	1-866-676-5273

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<p>Company 3 Robert Speck Parkway, Ste 500 Mississauga ON L4Z 3Z9</p>		
<p>Chicago Title Insurance Company of Canada 2700 Argentia Road Mississauga ON L5N 5V4</p>	<p>Ms. Edie Branning</p>	<p>905-816-4492 or 1-888-868-4853</p>
<p>Chieftain Insurance Company  refer to The Dominion of Canada</p>		
<p>Chubb Insurance Company of Canada One Financial Place 1 Adelaide St., Ste. 1500 Toronto ON M5C 2V9</p>	<p>Paul Johnstone</p>	<p>(416) 359-3294 or 1-800-252-4670</p>
<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>Mike D. Clark</p>	<p>416-408-8703 or 1-800-786-5433</p>
<p>Coachman Insurance Co. 802 The Queensway Toronto ON M8Z 1N5</p>	<p>Brian Rooney</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>Eddie Tang</p>	<p>(905) 754-4331 or 1-888-234-4466</p>
<p>Commerce and Industry Insurance Company of Canada</p>	<p>Gabrielle Parker &amp; Robert Marion, Toronto</p>	<p>(416) 596-4052 (416) 596-3060</p>

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
145 Wellington St. West, Ste. 1400 Toronto ON M5J 1H8	Claims  Lynda Cunningham, Claims Canada	(416) 596-4123 or 1-800-387-4481
Commercial Travelers Mutual Insurance Company 25 Princess Margaret Blvd. Etobicoke ON M9A 1Z5	William C. Jorgens	(905) 792-8890
Commercial Union Assurance Company of Canada 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Jo-Anne Burns	(416) 615-3634 or 1-800-387-4518
Commercial Union Life Assurance Company of Canada  <i>refer to MFC Inc. Co.</i>		
Concordia Life Insurance Company  <i>refer to The Empire Life</i>		
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	Trina D. McGhie	1-866-341-1828
Co-operators General Insurance Company, The Priory Square 130 Macdonell St. Guelph ON N1H 6P8	Denise Fleischmann	519-767-3925 Ext. 4056 or 1-877-795-7272 Ext. 4056
COSECO Insurance Co. Priory Square 130 Macdonell St. Guelph ON N1H 6P8	Denise Fleischmann	519-767-3925 Ext. 4056 or 1-877-795-7272 Ext. 4056

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Croatian Fraternal Union of America 100 Delany Drive Pittsburgh PA 15235	Edward W. Pazo	(412) 351-3909
Crown Life Insurance Company  <i>refer to: <b>Canada Life Assurance Co.</b></i>		
Culross Mutual Insurance Co. P.O. Box 173 Teeswater ON N0G 2S0	Ronald Hewitt	(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	Margo Pinder	(905) 632-1221, ext. 6075 or 1-800-263-9120 ext. 6075
CUMIS Life Insurance Company P.O. Box 5065 151 North Service Road Burlington ON L7R 4C2	William Armstrong	(905) 631-4844 or 1-800-263-9120 ext. 4844
Desjardins Financial Security Life Assurance Company 200, rue des Commandeurs Lévis Québec G6V 6R2	François Piette	418-838-8185  or  1-877-838-8185
Desjardins General Insurance Group 3 Robert Speck Parkway, Suite 500 Mississauga ON L4Z 3Z9	Jeff Griffith	1-866-676-5273
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.	Edward Forbes	(519) 925-2026

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
712 Main St. East P.O. Box 117 Shelburne ON L0N 1S0		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: <b>Town &amp; Country Mutual Ins. Co.</b></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 2680 Matheson Blvd. East Suite 300 Mississauga ON L4W 0A5	Anna M. Caron	(905) 214-7880 ext. 7912 or 1-800-324-3566 ext. 7912
Economical Mutual Insurance Co., The 111 Westmount Rd. South Waterloo ON N2J 4S4	Sharmila Menon	(519) 570-8215 or 1-800-265-9996, ext. 8215
Ekfrid Mutual Insurance Co.  <i>refer to: <b>Town &amp; Country Mutual Insurance</b></i>		
Elite Insurance Company 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643,

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
		Ext. 43634
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	Cathy Gear (individual)  Luci Crawford (Mortgages)  Valerie Robb	416-494-7832 or 1-888-548-4729 Ext. 4244  416-947-2564  613-548-1890 Ext. 3236
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
The Equitable General Insurance Company Priory Square 130 Macdonell St. Guelph ON N1H 6P8	Denise Fleischmann	519-767-3925 Ext. 4056 or 1-877-795-7272 Ext. 4056
Equitable Life Assurance Society of the U.S., The <i>refer to ACE INA</i>		
Equitable Life Insurance Co. of Canada (The) One Westmount Rd. North Waterloo ON N2J 4C7	Steve Jennings	(519) 904-8012 or 1-800-722-6615
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, 18 <sup>th</sup> . Floor Toronto ON M5C 2W7	Jill Hepburn	(416) 863-1750 ext. 4912 or 1-800-268-9572

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
FCT Insurance Ltd. 2235 Sheridan Garden Drive Oakville ON L6J 7Y5	Barbara Locke Geier	(905) 287-3340 or 1-800-307-0370
Farmers' Mutual Insurance Co. (Lindsay) 336 Angeline Street South Lindsay ON K9V 4R8	Enrico Mastrangeli	(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 <i>refer to Western Life Assurance Co.</i>		
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	Diane Jacobs	(905) 287-3180 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 Refer to <b>Assurant Life of Canada</b>		
GAN Canada Insurance Co. C/O General Accident Assurance Co. of Canada, The 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643,  Ext. 43634
GAN General Insurance Co. C/O General Accident Assurance Co. of Canada, The 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643,  Ext. 43634
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
<i>General Accident Assurance Co. of Canada, The</i>  <i>Refer to Aviva Canada</i>		
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	Jamie McDougall	(519) 623-1910 or 1-800-265-8600
Great American Insurance Co. C/O Cassels, Brock & Blackwell Scotia Plaza	J. Brian Reeve	(416) 869-5745

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
40 King St. West, Ste. 2100 Toronto ON M5H 3C2		
The Great- West Life Assurance Co. 255 Dufferin Avenue London ON N6A 4K1	Kathy Langford (individual)	(519) 435-7835 1-866-292-7825
The Great-West Life Assurance Co 60 Osborne Street North Winnipeg MB R3C 1V3	Loraine Lavallee (group)	(204) 946-4807 1-866-842-9747
Green Shield Canada 5001 Yonge St., Ste. 1600 North York ON M2N 6P.6	David Garner	(416) 221-7001 or 1-800-268-6613
Grenville Mutual Insurance Co. 3005 County Road 21 P.O. Box 10 Spencerville ON K0E 1X0	Ross Lincoln	(613) 658-2013 or 1-800-267-4400
Grey & Bruce Mutual Insurance Co. 517 - 10 <sup>th</sup> . Street Hanover ON N4N 1R4	Albert D. McArthur	(519) 364-2250
Guarantee Co. of North America 954 Dundas Street Woodstock ON N4S 7Z9	Ronald K. Burns	(519) 539-9868 or 1-800-265-4262
Halwell Mutual Insurance Company 812 Woolwich St. P.O. Box 60 Guelph ON N1H 6J6	Doug Winer	(519) 836-2860 or 1-800-267-5706
Hamilton Township Mutual Insurance Co. 1176 Division St. P.O. Box 201 Cobourg ON K9A 4K5	W. L. Embree	(905) 372-0186 or 1-800-263-3935
Hanover Insurance Co. C/O Focus Group Inc. 26 King St. East, Ste. 500 Toronto ON M5C 1E5	Judith Moncrieff	(416) 361-1728
Hartford Fire Insurance Company 20 York Mills Rd. Willowdale ON M2P 2C2	Dave Barker	(416) 733-9265 ext. 51953

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
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. 43 Main St. P.O. Box 130 Zurich ON NOM 2T0	Shawn Durnin	(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
Intact Insurance Company 700 University Avenue Suite 1500-A Toronto ON M5G 0A1	Jennifer Spadafora	416-341-1464, ext. 45096 or 1-877-341-1464

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
		ext. 45096
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 Grande Allée West P.O. Box 1907 Station Terminus Quebec City QC G1K 7M3	Elisabeth Guay	(418) 684-5000 ext. 5825 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</i> <b>Co-operators Life Insurance Co., The</b>		
Jevco Insurance Co. 7120 Hurontario Street Suite 700 Mississauga ON L5W 0B1	Nancy Carnahan	905-677-8889 ext. 2573 OR 1-800-265-5458 ext. 2573
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	Bernard MacNeil	(519) 352-3190 or 1-800-265-5206

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<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
Chatham ON N7M 5K4		
Kingsway General Insurance Co.  Refer to <b>Jevco Insurance Company</b>		
<b>Knights of Columbus</b> <b>1 Columbus Plaza</b> <b>New Haven CT 06510-3326 U.S.A.</b>	<b>James Lee</b>	<b>(203) 752-4252</b> or <b>1-800-524-3611</b> ext. 4252
<b>Lambton Mutual Insurance Co.</b> <b>P.O. Box 520</b> <b>Watford ON N0M 2S0</b>	<b>Ronald E. Perry</b>	<b>(519) 876-2304</b> or <b>1-800-561-4136</b>
<b>Lanark Mutual Insurance Co.</b> <b>96 South Street/Scotch Line Rd.</b> <b>Perth ON K7H 0A2</b>	<b>Jack Taylor</b>	<b>(613) 267-5554</b> or <b>1-800-267-7908</b>
Langdon Insurance Company  <i>refer to The Economical Mutual Ins. Co</i>		
<b>Lawyers' Professional Indemnity Co.</b> <b>1 Dundas St. West, Ste. 2200</b> <b>P.O. Box 75</b> <b>Toronto ON M5G 1Z3</b>	<b>Stephen R. Freedman</b>	<b>(416) 596-4624</b>
<b>Legacy General Insurance Company</b> <b>80 Tiverton Crt., 5th Floor</b> <b>Markham ON L3R 0G4</b>	<b>Kaye Nolis</b>	<b>(905) 479-7500</b> ext. 2117 or <b>1-800-667-2570</b>
<b>Lennox and Addington Mutual Fire Insurance Company, The</b> <b>P.O. Box 174</b> <b>Napanee ON K7R 3M3</b>	<b>Mr. J. R. Walters</b>	<b>(613) 354-4810</b> or <b>1-800-267-7812</b>
<b>Liberty Life Assurance Company of Boston</b> <b>181 Bay Street, Suite 200</b> <b>BCE Place</b> <b>Toronto ON M5J 2T3</b>	<b>Sandra Chu</b>	<b>(416) 847-5983</b> or <b>1-800-461-5079</b>
Liberty Insurance Company of Canada		

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
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
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 &amp; 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

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
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
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	Joe Alvarez	(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. 248239  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. 248239  collect calls accepted at (519)747-6600
Manulife Canada Ltd. 500 King Street North P.O. Box 1602 Waterloo ON N2J 4C6	Fil Moniz	(519) 747-7000 ext. 248239  collect calls accepted at (519)747-6600
<i>Maritime Life Assurance Co., The</i>  please refer to Manulife Canada Ltd.		
Markel Insurance Co. of Canada 55 University Avenue, 15 <sup>th</sup> . Fl. Toronto ON M5J 2H7	Vicky McKiel	(416) 364-7800 Ext. 2208

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
McKillop Mutual Insurance Co. P.O. Box 819 Seaforth ON N0K 1W0	Ken Jones	(519) 527-0400 or 1-800-463-9204
MetLife Insurance Company of Connecticut c/o CAS Accounting for Insurance Inc. 1145 Nicholson Road, Unit #2 Newmarket ON L3Y 9C3	Robin Holloway	905-853-0858 ext. 226
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	Sharmila Menon	(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

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
<p>Municipal Electric Association                      Reciprocal Insurance Exchange                      3700 Steels Avenue West                      Suite 1100                      Vaughn ON L4L 8K8</p>	<p>Mr. Charlie C. Macaluso</p>	<p>905-265-5363                      or                      1-800-668-9979</p>
<p>Mutual of Omaha Insurance Co.                      C/O RBC Life Insurance Company                      P.O. Box 213, Station A                      Mississauga ON L5N 4N9</p>	<p>Domenic Messina</p>	<p>(905) 606-1141                      or                      1-888-728-6666</p>
<p>NAC Reinsurance Corporation                      C/O Encon Insurance Managers Inc.                      350 Albert St., Ste. 700                      Ottawa ON K1R 1A4</p>	<p>Denis J. Shillington</p>	<p>(613) 786-2000</p>
<p>NN Life Insurance Company of                      Canada   <i>refer to Transamerica Life Ins. Co.</i></p>		
<p>National Bank Life Insurance                      Company                      1010 de la Gauchetière Road West                      Suite 725                      Montreal QC H3B 5H8</p>	<p>Joëlle Thibault</p>	<p>(514) 390-7886                      or                      1-877-390-7886</p>
<p>National Life Assurance Company                      of Canada, The                      522 University Ave.                      Toronto ON M5G 1Y7</p>	<p>D. James Newland</p>	<p>(416) 585-8052                      or                      1-800-387-4326                      ext. 8052</p>
<p>New Hampshire Insurance Co.                      145 Wellington St. West, Ste 1400                      Toronto ON M5J 1H8</p>	<p>Gabrielle Parker                      Robert Marion                      Lynda Cunningham</p>	<p>(416) 596-4052                      (416) 596-3060                      (416) 596-4123</p>
<p>New York Life Insurance Co.                      C/O Cassels, Brock &amp; Blackwell                      Scotia Plaza                      40 King St. West, Ste. 2100                      Toronto ON M5H 3C2</p>	<p>Marc Schindelheim</p>	<p>(212) 576-8181</p>

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
<p>Nipponkoa Insurance Co. Ltd. c/o St. Paul Fire &amp; Marine Insurance Co. Suite 1200, P.O. Box 93 121 King Street West Toronto ON M5H 3T9</p>	<p>Graham J. Lloyd</p>	<p>416-601-4410</p>
<p>Nordic Insurance Company of Canada, The 700 University Avenue Suite 1500-A (Legal) Toronto ON M5G 0A1</p>	<p>Jennifer Spadafora</p>	<p>416-341-1464, ext. 45096 or 1-877-341-1464 ext. 45096</p>
<p>Norfolk Mutual Insurance Co. 33 Park Rd. P.O. Box 515 Simcoe ON N3Y 4L5</p>	<p>Tammara Lynch</p>	<p>(519) 426-1294</p>
<p>North Blenheim Mutual Insurance Co. 11 Blaird St. North Bright ON N0J 1B0</p>	<p>Terry Knight</p>	<p>(519) 454-8661 or 1-800-665-6888</p>
<p>North Kent Mutual Fire Insurance Co., The P.O. Box 478 Dresden ON N0P 1M0</p>	<p>John W. Leeson</p>	<p>(519) 683-4484</p>
<p>North Waterloo Farmers Mutual Insurance Company 100 Erb St. East Waterloo ON N2J 1L9</p>	<p>Leslie H. Card</p>	<p>(519) 886-4530 or 1-800-265-8813</p>
<p>Norwich Union <i>refer to AIG Life Ins. Co of Canada</i></p>		
<p>Old Republic Insurance Company of Canada 100 King St. West, 11th Floor P.O. Box 557 Hamilton ON L8N 3K9</p>	<p>Mr. Tat Wong</p>	<p>(905) 523-5936 or 1-800-530-5446</p>
<p>Omega General Insurance Co. 36 King Street East Suite 500 Toronto ON M5C 1E5</p>	<p>Judith Moncrieff</p>	<p>(416) 361-1728</p>
<p>Optimum Insurance Company Inc. 147 McIntyre Street West, Suite 200</p>	<p>Brian McTiernan</p>	<p>(705) 476-4814 or</p>

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
PO Box 1288 North Bay ON P1B 8K5		1-800-461-6110 ext. 2279
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
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	Connie McCormick (Claims)  Ronya Brooks (Underwriting)  Keith Chan (Underwriting)	905-475-4522 or 1-877-726-6786  (905) 475-4522  Or  1-877-726-6786
Paul Revere Life Insurance Co., The C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
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	Alan Simpson	(519) 638-3304 or 1-800-265-2473
Peel Mutual Insurance Co. 103 Queen St. West Brampton ON L6Y 1M3	Brian Bessey	(905) 451-2386 or 1-800-268-3069
Pembroke Insurance Company 27 Allstate Parkway, Suite 100 Markham ON L3R 5P8	Connie McCormick (claims)  Ronya Brooks (underwriting)  Keith Chan (underwriting)	(905) 470-4723 or 1-877-726-6786  (905) 940-4270  (905) 475-4908 or 1-800-387-0462

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
PennCorp Life Insurance Co. 7150 Derrycrest Drive Mississauga ON L5W 0E5	Lise Duchesne	(905) 795-2300 ext.. 5135 or 1-800-268-2835 Ext. 5135
Pennsylvania Life Insurance Co. 44 Hamlyn Crescent Etobicoke ON M9B 1Z1	Michael Orr	416-622-7824
PeoplePlus Insurance Company 181 University Avenue , Ste 700 Toronto ON M5H 3M7	Jennifer Spadafora	416-341-1464, ext. 45096 or 1-877-341-1464 ext. 45096
The Personal Insurance Company of Canada 3 Robert Speck Parkway, Suite 500 Mississauga ON L4Z 3Z9	Jeff Griffith	1-866-676-5273
Perth Insurance Company 111 Westmount Rd. South Waterloo ON N2J 4S4	Sharmila Menon	(519) 570-8215 or 1-800-265-9996, ext. 8215
Pilot Insurance Co. 2206 Eglinton Avenue East Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643, Ext. 43634
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
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	Ms. Linda Caccaro	(905) 813-5341 or 1-800-387-7876 Fax: (905) 813-5310

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
Primum Insurance Company 3650 Victoria Park Avenue, 9 <sup>th</sup> . Fl. North York ON M2H 3P7	Corrado Messina	416-774-3159 or 1-866-337-3314 ext. 3159
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
Progressive Casualty Insurance Co./ Progressive Casualty Insurance Co. of Canada 200 Yorkland Blvd., 5th Floor Willowdale ON M2J 5C1	Nancy Walsh - policy service  M) B. Blanford - injury claim service  Linda Granger - Claim Services	(416) 756-8037 or 1-800-888-7764  (416) 490-3404  (416) 756-8010 or 1-800-274-4499
Provident Life and Accident Insurance Co. C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
Prudential Insurance Co. of America, The 300 Consilium Place, Ste. 1200 Toronto ON M1H 3G2	Mary M. Moffett	(416) 296-3467 or 1-800-591-7779
RBC General Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
RBC Travel Insurance Company C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
Reliable Life Insurance Co. 100 King St. West P.O. Box 557	Barry Gagnon	(905) 523-5587 ext. 1362 or

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
Hamilton ON L8N 3K9		1-800-465-0661
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
S & Y Insurance Company 2206 Eglinton Ave. East, 4th Floor Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643 Ext. 43634
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	John Gallagher	(416) 933-2305
Scotia Life Insurance Co. 100 Yonge St., Ste. 400 Toronto ON M5H 1H1	John Gallagher	(416) 933-2305
Scottish & York Insurance Co. Ltd. 2206 Eglinton Ave. East, 4th Floor Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643 Ext. 43634
SecuriCan General Insurance Company 777 Portage Avenue Winnipeg ON R3G 0N3	Roger Ranieri	(204) 942-2555 ext. 365
Security National Insurance Co.	Corrado Messina	416-774-3159

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
3650 Victoria Park Avenue, 9 <sup>th</sup> . Fl. North York ON M2H 3P7		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
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
Sompo Japan Insurance Inc. The Exchange Tower 130 King Street West Suite 1200 Toronto ON M5X 1A6	Karen Barkley	416-594-2590
Sovereign General Insurance Company 4 King Street West, 17 <sup>th</sup> . Floor Toronto ON M5H 1B6	David Broadhurst	(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
St. Paul Fire & Marine Insurance Co. Suite 1200, P.O. Box 93 20 Queen Street West Suite 200 Toronto ON M5H 3R3	Graham J. Lloyd	416-601-4410
Standard Life Assurance Company, The 1245 Sherbrooke Street West Montreal QC H3G 1G3	Jean Bélanger	(514) 841-5637 or 1-877-499-9555 ext. 5637
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	Peter D'Amico	416-309-4961

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
200 Bay Street, Suite 2200 Toronto ON M5J 2J2		or 1-888-667-5151
St. Paul Guarantee Insurance Co. 77 King Street West 34 <sup>th</sup> . Fl. PO Box 284 Toronto ON M5K 1K2	Michael George	416- 360-8183 or 1-800-330-5033
Sun Life Financial 227 King Street South Waterloo ON N2J 4Z3	Mike D. Clark	416-408-8954
TD Direct Insurance Inc. 3650 Victoria Park Avenue, 9 <sup>th</sup> . 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 <sup>th</sup> . Fl. North York ON M2H 3P7	Corrado Messina	416-774-3159 or 1-866-337-3314 ext. 3159
TD Life Insurance Company Richmond Adelaide Centre 120 Adelaide Street West Toronto ON M5H 1T1	James Popalis	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 Life Insurance Society (Fraternal) 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 <sup>nd</sup> . Floor Toronto ON M5H 2Y2	Peter Walker	(416) 364-2851 ext. 2153 or 1-877-364-2851 ext. 2153

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
Tokio Marine & Nichido Fire Insurance Company Ltd. 105 Adelaide Street West Toronto ON M5H 1P9	Toshinobu Okubo	(416) 350-4445 or 1-800-268-9680 ext. 4445
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	Lori DeAcetis	(416) 615-3634 or 1-877-219-3643, Ext. 43634
Trafalgar Insurance Company of Canada 700 University Avenue Suite 1500-A (Legal) Toronto ON M5G 0A1	Jennifer Spadafora	416-341-1464, ext. 45096 or 1-877-341-1464 ext. 45096
Transamerica Life Insurance Company of Canada c/o AEGON Canada Inc. 5000 Yonge Street, 3 <sup>rd</sup> . Fl Toronto ON M2N 7J8	Gordon P. Murphy	(416) 883-5181 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 Guarantee Company of Canada 20 Queen Street West, Suite 300	Sheila A. Spotton	416-642-8690 or 1-800-330-5033

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
Toronto, Ontario M5H 3R3		
Trent Health Insurance Company <i>refer to Co-operators Life Insurance Co., The</i>		
Trillium Mutual Insurance Company 10 John St. Formosa ON N0G 1W0	Joe Dietrich	(519) 367-5600 or 1-800-265-3020
Triton Insurance Company 355 Wellington Street London ON N6A 3N7	Bonnie Aitken	519-680-4736
UAP – New Rotterdam Insurance 2206 Eglinton Ave. East, 4th Floor Scarborough ON M1L 4S8	Lori DeAcetis	416-615-3634 or 1-877-219-3643, Ext. 43634
Ukrainian National Association Inc. <i>Please refer to Manulife Canada Ltd.</i>		
Unifund Assurance Company 1595 16th Ave., Ste. 400 Richmond Hill ON L4B 3S5	Irene Buckley	(905) 764-4929 or 1-800-268-5764
Union Fidelity Life Insurance Co. C/O Employers Reinsurance Canada 200 Wellington St. West, Ste. 400 P.O. Box 166 Toronto ON M5V 3C7	Alan Ryder	(416) 217-5500
Union of Canada Life Insurance 325 Dalhousie St. P.O. Box CP 717 Ottawa ON K1P 5P8	Marc A. Parent	(613) 241-3660 or 1-877-966-6676
United American Insurance Co. 145 King St. West, Ste. 1002 Toronto ON M5H 3X6	Larry Hutchinson	(972) 569-3245
Unity Life of Canada 100 Milverton Drive Suite 400 Mississauga ON L5R 4H1	Geoffrey L. Harrison	905-219-8000 or 1-800-267-8777
UNUM Life Ins. Co. of America	Domenic Messina	((905) 606-1141

**INSURANCE COMPANY CONSUMER COMPLAINT OFFICERS DIRECTORY**

INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9		or 1-888-728-6666
US International Reinsurance Co. C/O Focus Group Inc. 36 King St. East, Ste. 500 Toronto ON M5C 1E5	Judith Moncrieff	(416) 361-1728
Usborne & Hibbert Mutual Fire Insurance Co. 507 Main St. South Exeter ON N0M 1S1	Sharon Doxtator	(519) 235-0350 or 1-800-422-3996
Utica Mutual Insurance Co. C/O Focus Group Inc. 1145 Nicholson Road, Unit 2 Newmarket ON L3Y 9C3	Robin Holloway	(905) 853-0858 Ext. 226
Virginia Surety Company Inc. 7300 Warden Ave., Ste. 300 Markham ON L3R 0X3	Eddie Tang	((905) 754-4331 or 1-888-234-4466
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	Sharmila Menon	(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)
West Elgin Mutual Insurance Co. 274 Currie Rd. P.O. Box 130	Brian Downie	(519) 762-3530 or 1-800-265-7635

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INSURANCE COMPANY	CONSUMER COMPLAINT OFFICER	TELEPHONE NO.
Dutton ON N0L 1J0		
Westbury Canadian Life Insurance Co. C/O RBC Life Insurance Company P.O. Box 213, Station A Mississauga ON L5N 4N9	Domenic Messina	(905) 606-1141 or 1-888-728-6666
Western General, Division of Economical Mutual Insurance Company 111 Westmount Rd. South Waterloo ON N2J 4S4	Sharmila Menon	(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
Western Life Assurance Co. 309 - 1 <sup>st</sup> . 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. 7150 Derrycrest Drive Mississauga, ON L5W 0E5	La-Toya Malé	(905) 677-9777 ext. 1220 or 1-800-676-0967 ext. 54900
Zenith Insurance Company 105 Adelaide St. West, 3rd Floor	R. Paul Krpan	(416) 350-4445 or

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<b>INSURANCE COMPANY</b>	<b>CONSUMER COMPLAINT OFFICER</b>	<b>TELEPHONE NO.</b>
Toronto ON M5H 1P9		1-800-268-9680 ext. 4445
Zurich North America Canada 400 University Avenue, 16 <sup>th</sup> . Fl. Toronto ON M5G 1S7	David Bailey	(416) 586-6778 or 1-800-387-5454 ext. 6303