

Esurance Complaint Resolution

Being a modern company means paying attention to what our customers have to say ... no matter what they have to say. We always welcome your input and promise to listen when you speak. We are committed to resolving any customer issues.

Claims Related Concerns and Problems

If you have a claims related concern or complaint you should first contact your claims representative directly. If the representative is unable to resolve your issue, please ask to be connected with a claims supervisor for further assistance.

- Contact information for the claims representative handling your claim can be found either by logging into your account on the Esurance website, or by entering the requested information about your claim on the Esurance website's "search for your claim rep page"; <https://www.esurance.ca/Claims/FindYourClaimsRep>.
- You may also call 1-888-378-7262 to reach a live person who can help direct your call to the right person.

If your concern has not been resolved after completing the above steps, a written complaint should be directed to our Ombudsman for resolution through Esurance's Ombudsman Complaint Examination Process, as described below.

Non-Claims Related Concerns and Problems

If you have a non-claims related concern or complaint we encourage you to call the Esurance call centre, and a call centre agent will attempt to resolve the issue /situation directly. If the call centre agent is unable to resolve your issue, you should ask to be connected with a call centre supervisor for further assistance.

- Call 1-888-378-7262 to reach someone who can help direct your call to the right person at the call centre.

If your concern has not been resolved after completing the above steps, a written complaint should be directed to our Ombudsman for resolution through Esurance's Ombudsman Complaint Examination Process, as described below.

Ombudsman Complaint Examination Process

If your concern or complaint has not been resolved after completing the above referenced steps, please contact our Ombudsman in writing as set forth below. An Ombudsman for Esurance Insurance Company of Canada will handle your complaint in a fair and impartial manner.

- Please submit all complaints in writing to the Ombudsman as follows:

Office of the Ombudsman
Esurance
27 Allstate Parkway, Suite 103
Markham, ON
L3R 5P8

- Upon receipt of your written complaint, a file will be opened. This file will be logged and categorized based on the nature of your complaint.
- Your complaint will be acknowledged in writing within five business days.
- Based on the category of your complaint, the appropriate parties will be called upon to review and assess your file.
- An Ombudsman for Esurance Insurance Company of Canada will issue a formal response to your complaint within 30 days.

External Resources

If your concern remains unresolved after following the Esurance Complaint Resolution Process, as outlined above, you can contact the General Insurance OmbudService (GIO), an independent dispute resolution service for further assistance. You can contact the GIO toll free at 1.877.225.0446 or by visiting their website at <http://www.giocanada.org/> .

Please note that you must first follow the Esurance Complaint Resolution Process before the GIO will agree to mediate.