





# COMPLAINTS POLICY



At Euler Hermes, we strive to provide excellent customer service to all our clients. However, on occasions we may fall short of our own high standard of service. Having you take the time to voice your dissatisfaction helps us to continuously improve. We endeavour to not only resolve your issue as soon as possible, but also seek to review our processes and communications to tackle the root cause of your concern. We therefore thank you for taking the time to raise your concern with us.

## How to submit a complaint

Should you be dissatisfied with any aspect of our service, taking the time to voice your concern will help us improve. You can get in touch with us through the channel of your choice:

	<b>ONLINE</b>	Access online complaint form <a href="#">here</a>
	<b>PHONE</b>	1 877 509 3224
	<b>EMAIL</b>	Email the Customer Experience Team at <a href="mailto:CAfeedback@eulerhermes.com">CAfeedback@eulerhermes.com</a>
	<b>MAIL</b>	Euler Hermes North America Attention: Customer Experience Team 1155 Boulevard René-Lévesque O #2810, Montréal, QC H3B 2L2

To ensure speedy handling, could you please provide the following information when raising your concern:

- Full Name
- Company Name
- Address
- Policy Number (if applicable)
- Daytime Phone Number
- Email Address
- Details pertaining to your concern or dissatisfaction

## What to expect when you submit a complaint

### 1. Confirmation of receipt

Once your concern has been received, we will do our best to answer as soon as possible. Should we be unable to address your concern within one business day, you will receive a confirmation email. The email confirmation will contain the contact information you need to address any further questions should they arise.

### 2. Status updates and notification of resolution

Some issues might require us to coordinate multiple stakeholders to fully answer your queries. This can take a few days to be properly processed. You may get in touch with us at any time you may feel necessary using the contact information we will have provided in the acknowledgement email.

### 3. Answering your query

You may receive the answer to your query through various channels; however, we tend to respond via the same channel you used to get in touch with us.

### 4. Ensuring ongoing satisfaction

As a quality control measure and to ensure that your concern has been fully resolved to your satisfaction, you will receive an email requesting your participation in a brief survey which will give you the opportunity to provide feedback on the level of service received during the Complaint Management Process. You may also receive a follow-up call from one of our representatives.

## The General Insurance OmbudService Canada

Euler Hermes North America Insurance Company – Canada is a member of the General Insurance OmbudService(GIO). The GIO's Terms of Reference for Dispute Resolution, including its Dispute Resolution Process are available to you and can be accessed [here](#).

You may reach the General Insurance OmbudService at:

The General Insurance Ombudservice (GIO)  
Phone: 1-877-225-0446 | Fax: 1-416-299-4261  
Website: [www.giocanada.org](http://www.giocanada.org)

Mail and Courier – This is a mailing address only (no appointments or visits accepted)  
4711 Yonge St. 10th Floor  
Toronto, ON M2N 6K8