

## Feedback

At Assurance LAWPRO we take pride in our commitment to excellence in customer service. We aim to provide you – our customers – with products and services that meet the highest standards, and to continually improve relationships with you.

If you believe that we have fallen short of this standard, we encourage you to tell us about it. Our complaint handling protocol has been put in place to ensure we identify any need for improvement and continue to provide you with service you have come to expect.

### Step 1

We will be happy to hear from you in the manner that is most convenient for you:

**By phone:** 1-800-410-1013 or 416-598-5800

**By Fax:** 1-800-286-7639 or 416-599-8341

**By Mail:**

250 Yonge Street  
Suite 3101, P.O. Box 3  
Toronto, Ontario  
M5B 2L7

**By email:** [service@lawpro.ca](mailto:service@lawpro.ca)

Please try and address your concern with the person currently dealing with your Assurance LAWPRO business or issue - for example, a claims examiner & Counsel, an underwriter or a customer service representative.

Please include your contact details, any relevant file information, application reference number and whether you have a preferred method of communication. In some cases, we may ask you to put your concerns in writing, to ensure that we understand the full scope of your issue.

### Step 2

If your initial complaint is not resolved to your satisfaction, please request that it be escalated to the department's immediate supervisor or manager. If necessary, the matter can be further escalated to the relevant Department Head. A management directory can be found [here](#).

### Step 3

Occasionally, a complaint cannot be resolved in the manner noted above. If this is the case, you may contact the Assurance LAWPRO Ombudsman as follows:

Mr. Stephen R. Freedman  
Ombudsman  
250 Yonge Street  
Suite 3101, P.O. Box 3  
Toronto, Ontario  
M5B 2L7

Our ombudsman will launch his own investigation of the complaint and will advise you in writing of his conclusion.

## **Step 4**

If you are a resident of Alberta or British Columbia and your complaint has not been resolved by Assurance LAWPRO's Ombudsman, you may contact the General Insurance OmbudService (GIO). The GIO is an independent organization that was created with the sole purpose of helping applicable consumers resolve disputes or concerns with their insurer. You may contact the GIO as follows:

Website: [www.giocanada.org](http://www.giocanada.org)

Phone: 1-877-225-0446

## **Kudos**

While your constructive criticism goes a long way to helping us improve, we also invite you to share your compliments. Your positive feedback lets us know what we're doing right and reinforces our strong commitment to you.

If you have had a positive experience with a particular member of our staff we invite you to pass the information along so we can share the encouragement with our staff.