



# Complaint & Dispute Resolution Process

If you have a concern or complaint about your Advisor, insurance product, or service, please follow these steps:

**1 Contact Selectpath's Compliance and Privacy Officer:**

Email: [privacy@selectpath.ca](mailto:privacy@selectpath.ca)

Phone: 519-675-1177

Complaints will be acknowledged within two business days and resolved within 30 days, with escalation procedures as required by the regulator.

**2 If your concern is not resolved, you may contact your provincial insurance regulator:**

**ONTARIO (FSRA)**

[Submit a complaint to FSRA](#)

[FSRA Complaint Form \(PDF\)](#)

[How to file a complaint about your insurance company \(Canada.ca\)](#)

**NOVA SCOTIA (DEPARTMENT OF FINANCE)**

[Insurance enquiries and complaints](#)

[Enquiry and Complaint Form \(PDF\)](#)

**NEW BRUNSWICK (FCNB)**

[Submit a Complaint \(FCNB\)](#)

[Guide to Making an Effective Complaint in New Brunswick](#)

[Consumer Advocate for Insurance](#)

**BRITISH COLUMBIA (INSURANCE COUNCIL OF BC)**

[Making a Complaint \(Insurance Council of BC\)](#)

[File an Insurance Complaint \(BCFSA\)](#)

**PRINCE EDWARD ISLAND (SUPERINTENDENT OF INSURANCE)**

[Insurance Complaints and Inquiries \(PEI\)](#)

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## General Steps for Filing a Complaint

- Try to resolve the issue directly with your Advisor or insurance company first.
- If unresolved, contact the company's internal ombudsperson.
- If still unresolved, contact your provincial regulator using the links above.
- Prepare relevant documents (policy, correspondence, etc.) and a clear description of your concern.
- Regulators will review your complaint and advise on next steps or possible resolution.

## External Ombudservices

For life and health insurance: [www.olhi.ca](http://www.olhi.ca)