

ALBERTA FINANCE AND ENTERPRISE - SUPERINTENDENT OF INSURANCE
INSURANCE COMPANIES COMPLAINT LIASION OFFICER
AUTOMOBILE INSURERS LICENSED IN ALBERTA

| LIC | NAME OF INSURER | CONTACT NAME | E-MAIL ADDRESS | TITLE | ADDRESS | TELEPHONE | FAX | RESPONSE DATE |
|------|--|-------------------------|--------------------------------------|--|---|--|----------------|---------------|
| 669 | ACE INA Insurance | Carol Blake | carol.blake@ace-ina.com | Complaints Liaison Officer | 130 King Street West, 12th Fl., Toronto, ON M5X 1A6 | (416)594-3005 | (416)594-3051 | 11/13/2007 |
| 635 | Alberta Motor Association Insurance Company | Ron Grieve | | Complaints Liaison Officer | 10310 G.A. Macdonal (39A) Avenue, Box 8180 Station South, Edmonton, AB T6H 5X9 | (780)430-5624 | (780)430-5599 | 8/31/2004 |
| 319 | Allianz Insurance Company of Canada | Todd Klapak | todd.klapak@ingcanada.com | Vice President- Corporat Personal Insura | 1300, 321-6th Avenue SW, Calgary, AB T2P 4W7 | (403) 231-1357 | (403)233-2815 | 6/2/2005 |
| 366 | Allstate Insurance Company | Karen Fockler | kfocker@allstate.com | Consumer Relations Manager | 27 Allstate Parkway, Suite 100, Markham, ON L3R 5P8 | (905)940-4246 | (905)415-4899 | 9/2/2004 |
| | | Carla Laakso | c.laakso@allstate.ca | Ombudsman Liaison Officer | | (905)475-4522 | (905)513-4018 | 1/11/2006 |
| 506 | Allstate Insurance Company of Canada | Karen Fockler | kfocker@allstate.com | Consumer Relations Manager | 27 Allstate Parkway, Suite 100, Markham, ON L3R 5P8 | (905)940-4246 | (905)513-4018 | 8/22/2006 |
| | | Carla Laakso | c.laakso@allstate.ca | Ombudsman Liaison Officer | | (905)475-4522 | | |
| 583 | American Bankers Insurance Company of Florida | No Business in Alberta | | | | | | |
| 558 | American Home Assurance Company | Gabrielle Parker | | | 145 Wellington Street West, Toronto, ON M5J1H8 | (416) 596-4052 | (416) 596-3949 | 9/15/2004 |
| | | Robert Marion | | | 145 Wellington Street West, Toronto, ON M5J1H8 | (416) 596-4052 | (416) 596-3949 | 9/15/2004 |
| | | Lynda Cunningham | | | 145 Wellington Street West, Toronto, ON M5J1H8 | (416) 596-4052 | (416) 596-3949 | 9/15/2004 |
| 969 | American Re-Insurance Company | Bernie Maingot | bmaingot@amre.com | V.P. Chief Agent for Canada | 390 Bay Street, 22nd Floor, Toronto, ON M | (416)681-6944 | (416)5918330 | 8/31/2004 |
| 515 | American Road Insurance Company | No Business in Alberta | | | | | | |
| 979 | Ascentus Insurance Ltd. | Bonnie Pilkington | | Customer Information Service | | 1-888-877-1710 | | 9/3/2004 |
| 785 | Aviva Insurance Company of Canada | Lori DeAcetis | ombudsman@avivacanada.com | Corporate Ombudsman | 2206 Eglinton Avenue East, Scarborough, ON M1L 4S8 | (416)615-3634 / 1-877-219-3643 Ext 43634 | (416)615-4239 | 7/6/2009 |
| 977 | AXA Corporate Solutions Assurance | Mrs. Sylvie Trudeau | Sylvie.trudeau@axa-canada.com | Manager International Business | 1800 McGill College #2000, Montreal, Quebec H3A 3J6 | (514)392-6033 #5300 | (514)392-6900 | 9/2/2004 |
| 656 | AXA Insurance (Canada) | Don McKay | don.macay@axa-pacific.ca | Branch Manager | 801, 6th Avenue SW, Suite 2310, Calgary, AB T2P 3W2 | (403)269-9900 | (403)265-8752 | 9/2/2004 |
| 598 | AXA Pacific Insurance Company | Don McKay | don.macay@axa-pacific.ca | Branch Manager | 801, 6th Avenue SW, Suite 2310, Calgary, AB T2P 3W2 | (403)269-9900 | (403)265-8752 | 9/2/2004 |
| 634 | Belair Insurance Company Inc. | Todd Klapak | todd.klapak@ingcanada.com | Vice President- Corporat Personal Insura | 1300, 321-6th Avenue SW, Calgary, AB T2P 4W7 | (403) 231-1357 | (403)233-2815 | 6/2/2005 |
| 933 | Canadian Direct Insurance Incorporated | Susannah M. Bach | susannah_bach@canadiandirect.ca | VP Corporate & Strategic Operations | 750 Cambia Street, Suite 600, Vancouver, BC V6B 0A2 | (604)699-3699 | (604)699-3851 | 3/16/2009 |
| 929 | Canadian Northern Shield Insurance Company | Mr. Alex Patton | apatton@cns.ca | Vice President Insurance | Box 12133, 1900-555 Hastings Street, Vancouver, BC V6B 4N7 | (604)662-2900 | (604)662-5698 | 8/26/2004 |
| 421 | Centennial Insurance Company | Debbie Stamp | | Level 1 Complaints | 500-36 King Street East, Toronto ON M5C 1E5 | (416)703-1734 | (416)703-8195 | 8/18/2004 |
| | | Judy Moncrieff | | Level 2 Complaints | 500-36 King Street East, Toronto ON M5C 1E5 | (416)703-1734 | (416)703-8195 | 8/18/2004 |
| 986 | Certas Direct Insurance Company | Sandy Bedard | sandy.bedard@dqi.ca | Team Leader, Customer Relationship Services | 3 Robert Speck Parkway, Mississauga, ON L4Z 3Z9 | (905)306-4492 | (905)306-5272 | 8/27/2004 |
| 696 | Chubb Insurance Company of Canada | Susan Vella | | Senior VP, Personal Underwriting | | (416)359-3211 | | 9/13/2004 |
| 342 | Citadel General Assurance Company (The) | Sue Sharo | Sue.Sharo.citadel.ca | Western Regional Office | 700, 355-4th Avenue SW, Calgary, AB T2P 0J1 | (403)261-3117 | (403)261-3141 | 8/31/2004 |
| 402 | Co-operators General Insurance Company | Denise Fleischmann | service@cooperators.ca | Liaison Officer | Priory Square, Guelph ON N1H 6P8 | 1-800-265-2612 | (519)823-9944 | 12/12/2007 |
| | | Beth Murison | service@cooperators.ca | Ombudsman Liaison Officer | Priory Square, Guelph ON N1H 6P8 | 1-800-265-2612 | (519)823-9944 | 8/30/2004 |
| 553 | Commerce and Industry Insurance Company of Canada | Gabrielle Parker | | | 145 Wellington Street West, Toronto, ON M5J1H8 | (416) 596-4052 | (416) 596-3949 | 9/15/2004 |
| | | Robert Marion | | | 145 Wellington Street West, Toronto, ON M5J1H8 | (416) 596-3060 | (416) 596-3949 | 9/15/2004 |
| 372 | Commonwealth Insurance Company | Donald M. Parry | | AVP, Corporate Secretary | 595 Burrard Street Suite 1500, Box 49115 Bentall Tower Three, Vancouver, BC V7X 1G4 | (604) 638-5511 | (604)683-8968 | 8/17/2004 |
| 758 | Continental Casualty Company (CNA Canada) | Rick Lustrì | chiefprivacyofficer@com | Complaint and Compliance Officer | 250 Yonge Street, 15th Floor, Toronto, ON M5B 2L7 | (416)542-7300 | (416)542-7310 | 8/24/2004 |
| 860 | Coseco Insurance Company | Denise Fleischmann | | Liaison Officer | 5600 Cancross Court, Mississauga, ON L5R 3E9 | (905)507-5745 | (905)507-9831 | 12/12/2007 |
| 805 | Cumis General Insurance Company | Margo Pinder, CIP, FLMI | margo.pinder@cumis.com | Ombusman Liaison Officer | P.O. Box 5065, 151 North Service Rd, Burlington, ON L7R 4C2 | 1-800236-9120 | (905)632-3005 | 9/10/2004 |
| 565 | DaimlerChrysler Insurance Company | Bill Charman | | VP Canadian Operations | 2425 Matheson Blvd. East, Mississauga, ON L4W 5N7 | (905) 629-6064 | (905)629-6067 | 8/31/2004 |
| 763 | Dominion of Canada General Insurance Company (The) | Ms. Ann MacKenzie | ombudsma@thedominion.ca | Ombudsman | 165 University Avenue, Toronto, ON M5H 3B9 | 1-800-268-8447 Ext. 2510 | (416)366-6229 | 3/6/2009 |
| 768 | Eagle Star Insurance Company Limited | Debbie Stamp | | Level 1 Complaints | 36 King Street, Suite 500, Toronto ON M5C 1E5 | (416)361-1728 | (416)361-6113 | 8/18/2001 |
| | | Judy Moncrieff | | Level 2 Complaints | 500-36 King Street East, Toronto ON M5C 1E5 | (416)703-1734 | (416)703-8195 | 8/18/2004 |
| 618 | Ecclesiastical Insurance Office Public Limited Company | No Business in Alberta | | | | | | |
| 806 | Echelon General Insurance Company | Anna M. Caron | acaron@egi.ca | Chief Compliance Officer | 268 Matheson Blvd. East Suite 300, Mississauga, ON L4W 0A5 | (905) 214-7880 1-800-324-3566 | (905)214-7883 | 11/25/2008 |
| 769 | Economical Mutual Insurance Company | Richard W. Seip | richard.seip@economicalinsurance.com | Ombudsman & Corporate Responsibility Analyst | 111 Westmount Road South, PO Box 2000, Waterloo, ON N2J 4S4 | (519)570-8500/1-800-265-9996 Ext. 8215 | (519)570-8697 | 8/31/2004 |
| 425 | Elite Insurance Company | Lori DeAcetis | ombudsman@avivacanada.com | Corporate Ombudsman | 2206 Eglinton Avenue East, Scarborough, ON M1L 4S8 | (416)615-3634 / 1-877-219-3643 Ext 43634 | (416)615-4239 | 7/6/2009 |
| 407 | Employers Insurance Company of Wausau | Robert Clint | bob.clint@LibertyIU.Com | Complaints Officer/Ombudsman | BCE Place 181 Bay Street, Suite 1000, Toronto, ON M5J 2T3 | (416)847-5983 | | 1/12/2007 |
| 1007 | Endurance Reinsurance Corporation of America | Lynn Savin | | Level 1 Complaints Contact | 36 King Street East, Suite 500 | (416)361-1728 | (416)361-6113 | 4/19/2005 |
| | | Mike Rende | | Level 2 Complaints | 36 King Street East, Suite 500 | (416)361-1728 | (416)361-6113 | 4/19/2005 |
| | Equitable General Insurance Company | Denise Fleischmann | | Liaison Officer | 5600 Cancross Court, Mississauga, ON L5R 3E9 | (905)507-5745 | (905)507-9831 | 12/12/2007 |
| 940 | Everest Insurance Company of Canada | No Business in Alberta | | | | | | |
| 569 | Factory Mutual Insurance Company | No Business in Alberta | | | | | | |
| 340 | Federal Insurance Company | Susan Vella | | Senior VP, Personal Underwriting | | (416)359-3211 | | 9/13/2004 |
| 865 | Federated Insurance Company of Canada | Brent T. Martin | brent.martin@federated.ca | Compliance Co-ordinator | 717 Portage Avenue, Fifth Floor, Winnipeg, MB R3C 3C9 | (204) 786-6431 1-800-665-1934 | (204) 784 6755 | 8/31/2004 |

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|------|--|--------------------------------|--|--|--|--|-----------------|------------|
| 139 | Updated 7/6/2009 Economic Insurance Company of Canada | Richard W. Seip | richard.seip@economicalinsurance.com | Ombudsman & Corporate Responsibility Analyst | 111 Westmount Road South, PO Box 2000, Waterloo, ON N2J 4S4 | (519)570-8500/1-800-265-9996 Ext. 8215 | (519)570-8697 | 8/31/2004 |
| 836 | First North American Insurance Company | No Business in Alberta | | | | | | |
| 454 | GCAN Insurance Company | No Business in Alberta | | | | | | |
| 795 | Gore Mutual Insurance Company | No Business in Alberta | | | | | | |
| 796 | Grain Insurance and Guarantee Company | Gary E. Dyson | gdyson@graininsurance.com | Vice President-Marketing | 1240 One Lombard Place, Winniped, MB R3C 0V9 | (204)943-0721 | (204)943-6419 | 8/18/2004 |
| 798 | Great American Insurance Company | No Business in Alberta | | | | | | |
| 416 | Great American Insurance Company of New York | No Business in Alberta | | | | | | |
| 100 | Guarantee Company of North America (The) | Ron Burns, CIP | rburns@gcna.com | VP Personal Lines Central Regiona | 954 Dundas Street, PO Box 668 Woodstock, ON N4S 7Z9 | 1-800-265-4262 Ext. 218 | (519)539-2569 | 9/2/2004 |
| 108 | Hartford Fire Insurance Company | Ms. Illona Vigmond Kirsh | | Chief Agent for Canada | PO Box 600, 36 York Mills Road, Ste 504, Toronto, ON M2P 2E9 | (416)733-9265/1-888-898-8334 | (416)733-0510 | 9/1/2004 |
| | Industrial-alliance Pacific Life Insurance Copany | Mr. J. Paul Warner | | Complaint Officer | 2165 Broadway W, PO Box 5900, Vancouver, BC V6B 5H6 | (604) 737-9393 | (604)737-3884 | 23/06/2006 |
| 104 | ING Insurance Company of Canada | Todd Klapak | | VP Personal Insurance | 1300, 321-6th Avenue SW, Calgary, AB T2P 4W7 | (403)231-1357 | (403)233-2815 | 6/2/2005 |
| 877 | ING Novex Insurance Company of Canada | Todd Klapak | | VP Personal Insurance | 1300, 321-6th Avenue SW, Calgary, AB T2P 4W7 | (403)231-1357 | (403)233-2815 | 6/2/2005 |
| 973 | Innovative Insurance Corporation | Dave Luckwell | dave@innovativeinsurancecorporation.com | President | #200, 17920-105 Avenue, Edmonton, AB T5S 2H5 | (780)448-0645 | (780)448-0877 | 8/20/2004 |
| 699 | Jevco Insurance Company | Albert Musule, CA | amusuele@jevco.ca | Chief Compliance Officer | 5250, boul, Decarie, Bureau 100, Montreal, PQ H3X 2H9 | (514)284-8391 | (514)284-3374 | 6/16/2008 |
| 891 | Kingsway General Insurance Company | Sylvia Ginis, CIP | sginis@kingsway-general.com | Senior Underwriting Manager, Personal Lines Department | 7120 Hurontario Streete, Suite 700, Mississauga, ON L5W 0B1 | 1-800-2655458 Ext 1390 | 1-800-267-5569 | 16/06/2008 |
| 850 | Liberty Insurance Company of Canada | Mr. Corrado Messina | | Ombudsman | 657 Cochrane Drive, Suite 100, Unionville, ON L3R 0S7 | (905)415-8400 | (905)415-0713 | 8/31/2004 |
| 241 | Liberty Mutual Fire Insurance Company | Robert Clint | bob.clint@LibertyIU.Com | Complaints Officer/Ombudsman | BCE Place 181 Bay Street, Suite 1000, Toronto, ON M5J 2T3 | (416)847-5983 | | 1/12/2007 |
| 301 | Liberty Mutual Insurance Company | Robert Clint | bob.clint@LibertyIU.Com | Complaints Officer/Ombudsman | BCE Place 181 Bay Street, Suite 1000, Toronto, ON M5J 2T3 | (416)847-5983 | | 1/12/2007 |
| 174 | Lloyd's Underwriters | Lloyd's Canada Inc. | info@lloyds.ca | | 1155 rue Metcalfe, 1540 | 1-877-455-6937 | (514)-861-0470 | 9/1/2004 |
| 925 | Lombard General Insurance Company of Canada | R. Paul Krpan | ombudsman@lombard.ca | Ombudsman | 105 Adelaide Street West, 3rd Floor, Toronto, ON M5H 1P9 | 1-800-268-9680 Ext. 4445 | (416)350-4417 | 2/27/2006 |
| 924 | Lombard Insurance Company | R. Paul Krpan | ombudsman@lombard.ca | Ombudsman | 105 Adelaide Street West, 3rd Floor, Toronto, ON M5H 1P9 | 1-800-268-9680 Ext. 4445 | (416)350-4417 | 2/27/2006 |
| 352 | London and Midland General Insurance Company | No Business in Alberta | | | | | | |
| 968 | Loyalist Insurance Company (The) | Stephen T. Brown | stephenbrown@loyalistinsurance.com | Chairman & CEO | 911 Golf Links Road, Suite 111, Ancaster, ON L9K 1H9 | (905) 648-6767 | (905) 648-7220 | 8/31/2004 |
| | | Donald W. Coons | doncoons@loyalistinsurance.com | President | 911 Golf Links Road, Suite 111, Ancaster, ON L9K 1H9 | (905) 648-6767 | (905) 648-7220 | 8/31/2004 |
| 135 | Lumbermens Mutual Casualty Company | No Business in Alberta | | | | | | |
| 615 | Markel Insurance Company of Canada | Vicky McKiel | | V.P. Insruance Operations | 55 University Avenue, 15th Floor, Toronto, ON M5H 2H7 | (416)364-7800 Ext. 2371 | (416)364-1488 | 9/14/2004 |
| 963 | Millennium Insurance Corporation | Aaron Purdue | aperdue@MillenniumInsurance.CA | CEO | 200, 320 Sioux Road, Shewood Park, AB T8A 3X6 | (780) 417-5484 | (780)467-0004 | 8/31/2004 |
| 524 | Missisquoi Insurance Company (The) | Richard W. Seip | richard.seip@economicalinsurance.com | Ombudsman & Corporate Responsibility Analyst | 111 Westmount Road South, PO Box 2000, Waterloo, ON N2J 4S4 | (519)570-8500/1-800-265-9996 Ext. 8215 | (519)570-8697 | 8/31/2004 |
| 855 | Mitsui Sumitomo Insurance Company, Limited | Mr. David Crozier | | Branch Manager | Dome Tower, Suite 2100, 333-7th Avenue SW, Calgary, AB T2P 2Z1 | (403)261-3881 | (403)269-2907 | 8/31/2004 |
| 444 | Motors Insurance Corporation | No Business in Alberta | | | | | | |
| 894 | Nipponkoa Insurance Company, Limited | Garry Traynor | garry_traynor@avivcanada.com | Manager, National Personal Lines | 2206 Eglinton Avenue East, Scarborough, ON M1L 4S8 | 1-800-387-4518 | 416-288-9295 | 9/20/2004 |
| 102 | Nordic Insurance Company of Canada (The) | Todd Klapak | todd.klapak@ingcanada.com | Vice President- Corporat Personal Insrua | 1300, 321-6th Avenue SW, Calgary, AB T2P 4W7 | (403) 231-1357 | (403)233-2815 | 6/5/2005 |
| 951 | North Waterloo Farmers Mutual Insurance Company | No Business in Alberta | | | | | | |
| 923 | Old Republic Insurance Company of Canada | Tat Wong, B. Sc., FCIP, C.R.M. | twong@orican.com | Assistant Vice President, Underwriting | Box 557, 100 King Street West, Hamilton, ON L8N 3K9 | 1-800-530-5446 | (905) 523-6185 | 1/11/2007 |
| 916 | Optimum West Insurance Company | Clifford Quesnel | cquesnel@optimumwest.bc.ca | Senior Regional Vice President | 1200 Merrill Lynch Tower, 10025-102 A Avenue | (778)386-4800 (BC) 888-814-2555 | 1-(780)414-2021 | 6/11/2009 |
| 1006 | Omega General Insurance Company | Debbie Stamp | | Level 1 Complaints | 36 King Street East, Suite 500, Toronto, ON M5C 1E5 | (416) 361-1728 | (416) 361-6113 | 5/6/2005 |
| | | Judy Moncrieff | | Level 2 Complaints | 36 King Street East, Suite 500, Toronto, ON M5C 1E5 | (416) 361-1728 | (416) 361-6113 | 5/6/2005 |
| 467 | Peace Hills General Insurance Company | Brenda Simioni | | | 10709 Jasper Avenue | (780)945-2869 | (780)424-0396 | 9/1/2004 |
| 1002 | Pafco Insurance Company | Teresa Garber | tgarter@pafco.ca | Ombudsman Liaison Officer | 27 Allstate Parkway, Suite 100, Markham, ON L3R 5P8 | 877-726-6736 | (905)513-4018 | 1/11/2006 |
| | | Carla Laakso | c.laakso@allstate.ca | Ombudsman Liaison Officer | 27 Allstate Parkway, Suite 100, Markham, ON L3R 5P8 | 877-726-6736 | (905)513-4018 | 1/11/2006 |
| 837 | Pembridge Insurance Company | Teresa Garber | tgarter@pembridge.com | Ombudsman Liaison Officer | 27 Allstate Parkway, Suite 100, Markham, ON L3R 5P8 | 877-726-6736 | (905)513-4018 | 1/11/2006 |
| | | Carla Laakso | c.laakso@allstate.ca | Ombudsman Liaison Officer | 27 Allstate Parkway, Suite 100, Markham, ON L3R 5P8 | 877-726-6736 | (905)513-4018 | 1/11/2006 |
| 950 | Perth Insurance Company | Richard W. Seip | richard.seip@economicalinsurance.com | Ombudsman & Corporate Responsibility Analyst | 111 Westmount Road South, PO Box 2000, Waterloo, ON N2J 4S4 | (519)570-8500/1-800-265-9996 Ext. 8215 | (519)570-8697 | 8/31/2004 |
| 840 | Pilot Insurance Company | Lori DeAcetis | ombudsman@avivcanada.com | Corporate Ombudsman | 2206 Eglinton Avenue East, Scarborough, ON M1L 4S8 | (416)615-3634 / 1-877-219-3643 Ext 43634 | (416)615-4239 | 7/6/2009 |
| 199 | Portage La Prairie Mutual Insurance Company (The) | Mr. Kevin Park, CIP | kpark@portagemutual.com | Regional Marketing Manager | 1340, 10665 Jasper Avenue Edmonton, AB T5J 3S9 | (780) 423-3102 | (780) 429-0630 | 8/26/2004 |
| | | Mr. C. Wayne Wyborn, FCIP | wwyborn@portagemutual.com | Vice President Underwriting | Box 340, Portage la Prairie, MB R1N 3B8 | 1-800-567-7721 | (204) 239-6655 | 8/26/2004 |
| 853 | Primum Insurance Company | Mr. Corrado Messina | | Ombudsman | 657 Cochrane Drive, Suite 100, Unionville, ON L3R 0S7 | (905)415-8400 | (905)415-0713 | 8/31/2004 |
| 953 | Progressive Casualty Insurance Company | No Business in Alberta | | | | | | 4/12/2004 |
| 918 | Protective Insurance Company | John Mills | | Chief Agent in Canada | | | (416)964-3338 | 9/14/2004 |
| 966 | Providence Washington Insurance Company | Robin Holloway | rholloway@csaccount.com | Director of Financial Reporting | CSA Accounting for Insurance Inc., 1145 Nicholson Road Unit 2, Newmarket, ON L3Y 7V1 | (905)853-0858 Ext 226 | | 9/8/2004 |
| 960 | RBC General Insurance Company | Domenic Messina | feedback@rbinsurance.com | Director, Customer Care Assurance | P.O Box 213, Station "A", Missauga, ON L5A 4N9 | 1-888-728-6666 | 1-888-844-3331 | 1/4/2008 |
| 725 | Royal & Sun Alliance Insurance Company of Canada | Bonnie Pilkington | | Customer Information Service | | 1-888-877-1710 | | 9/3/2004 |

