

**SUPERINTENDENT OF INSURANCE  
INSURANCE COMPANIES COMPLAINT LIAISON OFFICERS  
AUTOMOBILE INSURERS LICENSED IN ALBERTA**

April 20, 2012

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	Judy Mercer	judymercer@ama.ca	Director, Sales and Service	11220 -109 Street, Edmonton, AB T5G 2T6	(780)341-7771	(780)341-7880	3/19/2012
319	Allianz Insurance Company of Canada	Todd Klapak	todd.klapak@ingcanada.com	Vice President- Corporat Personal Insurance	1300, 321-6th Avenue SW, Calgary, AB T2P 4W7	(403) 231-1357	(403)233-2815	6/2/2005
366	Allstate Insurance Company	Keith Chan	ombuds@allstate.ca	Ombudsman	27 Allstate Parkway, Suite 100, Markham, ON L3R 5P8	1-877-726-6786 x4727 / 905-470-4727	905-513-4018	3/9/2010
506	Allstate Insurance Company of Canada	Keith Chan	ombuds@allstate.ca	Ombudsman	27 Allstate Parkway, Suite 100, Markham, ON L3R 5P8	1-877-726-6786 x4727 / 905-470-4727	905-513-4018	3/9/2010
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 Plinkington		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)	Mr. Farid Virji	farid.virji@axa-pacific.ca	VP Personal Linw=es	801, 6th Avenue SW, Suite 2310, Calgary, AB T2P 3W2	(403)269-9900	(403)265-8752	5/3/2011
598	AXA Pacific Insurance Company	Mr. Farid Virji	farid.virji@axa-pacific.ca	VP Personal Linw=es	801, 6th Avenue SW, Suite 2310, Calgary, AB T2P 3W2	(403)269-9900	(403)265-8752	5/3/2011
634	Belair Insurance Company Inc.	Nicole Meaney	ombudsman@intnact.net	Acting Associate Ombudsman	700 University Avenue Suite 1500A, Toronto, ON M5G 0A1	1-866-302-5094	(416)941-5284	12/20/2010
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	Jeff Griffith	ombudsman@dqiq.ca	Ombudsman	3 Robert Speck Parkway, Mississauga, ON L4Z 3Z9	1-866-676-5273	1-877-818-8863	5/7/2010
553	Chartis Insurance Company of Canada	Lorraine Capetola	lorraine.capetola@chartisinsurance.c	Compliance Officer & Ombudsman	145 Wellington Street West, Toronto, ON M5J1H8	1-800-387-4481/416-596-3028	(416)596-3006	4/14/2011
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	denise_fleischmann@cooperatos.ca	Complaint Liaison Officer	130 Mcdonell Street	1-800-265-2662 Ext. 304056	(519)767-3009	11/28/2011
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 Lustrl	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	denise_fleischmann@cooperatos.ca	Complaint Liaison Officer	130 Mcdonell Street	1-800-265-2662 Ext. 304056	(519)767-3009	11/28/2011
805	Cumis General Insurance Company	Denise Fleischmann	denise_fleischmann@cooperatos.ca	Complaint Liaison Officer	130 Mcdonell Street	1-800-265-2662 Ext. 304056	(519)767-3009	11/28/2011
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)	Malcolm Winer	ombudsma@thedominion.ca	Ombudsman	165 University Avenue, Toronto, ON M5H 3B9	1-800-268-8447 Ext. 2510	(416)366-6229	5/3/2012
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@eqi.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	Carri Kram	ombudsman.office@teiq.com	Liaison Officer	111 Westmount Road South, PO Box 1000, Waterloo, ON N2J 4S4	1-800-265-9996 Ext 48215	(519)772-0661	7/27/2010
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

688	Equitable General Insurance Company	Denise Fleischmann	denise_fleischmann@cooperatos.ca	Complaint Liaison Officer	130 Mcdonell Street	1-800-265-2662 Ext. 304056	(519)767-3009	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
349	Federation Insurance Company of Canada	Carri Kram	ombudsman.office@teiq.com	Liaison Officer	111 Westmount Road South, PO Box 1000, Waterloo, ON N2J 4S4	1-800-265-9996 Ext 48215	(519)772-0661	7/27/2010
861	First Canadian Insurance Corporation	Helen Lambert	hlambert@firstcanadian.ca	Ombudsman Liaison Officer	200, 320 Sioux Road, Shewood Park, AB T8A 3X6	1-8005613242 Ext. 493	(780)467-4016	11/14/2011
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@qcna.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	Intact Insurance Company	Nicole Meaney	ombudsman@intnact.net	Acting Associate Ombudsman	700 University Avenue Suite 1500A, Toronto, ON M5G 0A1	1-866-302-5094	(416)941-5284	12/20/2010
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	Jean Patrice Dozois	jpdozois@jevco.ca	Chief Compliance Officer	5250, boul. Decarie, Bureau 100, Montreal, PQ H3X 2H9	(514)284-8157 1-800 361 8500 Ext. 8157	(514)284-3374	4/11/2012
891	Kingsway General Insurance Company	Jean Patrice Dozois	jpdozois@jevco.ca	Chief Compliance Officer	Please refer to Jevco Insurance Company Contact information			4/11/2012
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	Llyod'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	stevebrown@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@loylistinsurance.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	Market Insurance Company of Canada	Vicky McKiel		V.P. Insurance 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) 416-6833	(780)467-0004	8/31/2004
524	Missisquoi Insurance Company (The)	Carri Kram	ombudsman.office@teiq.com	Liaison Officer	111 Westmount Road South, PO Box 1000, Waterloo, ON N2J 4S4	1-800-265-9996 Ext 48215	(519)772-0661	7/27/2010
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)	Nicole Meaney	ombudsman@intnact.net	Acting Associate Ombudsman	700 University Avenue Suite 1500A, Toronto, ON M5G 0A1	1-866-302-5094	(416)941-5284	12/20/2010
	Novex Insurance Company	Nicole Meaney	ombudsman@intnact.net	Acting Associate Ombudsman	700 University Avenue Suite 1500A, Toronto, ON M5G 0A1	1-866-302-5094	(416)941-5284	12/20/2010
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	Derrithomas, BA, FCIP	dthomas@optimumwest.bc.ca	Regional Vice President, Alberta, Yukon	1200 Merrill Lynch Tower, 10025-102 A Avenue, Edmonton, AB T5J 2Z2	(80)414-1826	(780)414-2021	3/31/2010
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	Keith Chan	ombuds@allstate.ca	Ombudsman	27 Allstate Parkway, Suite 100, Markham, ON L3R 5P8	1-877-726-6786 x4727 / 905-470-4727	905-513-4018	3/9/2010
837	Pembridge Insurance Company	Keith Chan	ombuds@allstate.ca	Ombudsman	27 Allstate Parkway, Suite 100, Markham, ON L3R 5P8	877-726-6736	(905)513-4018	3/9/2010
		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	Carri Kram	ombudsman.office@teiq.com	Liaison Officer	111 Westmount Road South, PO Box 1000, Waterloo, ON N2J 4S4	1-800-265-9996 Ext 48215	(519)772-0661	7/27/2010
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,	wwyborn@portagemutual.com	Vice President Underwriting	Box 340, Portage la Prairie, MB R1N 3B8	1-800-567-7721	(204) 239-6655	8/26/2004
	Primum Insurance Company	Sid Nightingale	sidney.nightingale@tdinsurance.com	Ombudsman/Deputy Ombudsman	3650 Victoira Park Avenue, 9th Fl. Toronto, ON M2H 3P7	(416)774-4715/1-866-337-3314 Ext: 4715	(416)774-3196	11/15/2010
853		Rose Tropea	rose.tropea@tdinsurance.com	Deputy Ombudsman				

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	<a href="mailto:rholloway@csaccount.com">rholloway@csaccount.com</a>	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	<a href="mailto:feedback@rbciinsurance.com">feedback@rbciinsurance.com</a>	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
215	Saskatchewan Mutual Insurance Company	Denise Thiessen, FCIP	<a href="mailto:dthiessen@saskmutual.com">dthiessen@saskmutual.com</a>	Underwriting Manager	279-3rd Avenue North, Saskatoon, SK S7K 2H8	(306)664-4232	(306)664-1957	8/18/2004
931	Scotia General Insurance Company	No Business in Alberta						
503	Scottish & York Insurance Co. Limited	Lori DeAcetis	<a href="mailto:ombudsman@avivacanada.com">ombudsman@avivacanada.com</a>	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
655	Security Insurance Company of Hartford	No Business in Alberta						
222	Security National Insurance Company	Sid Nightingale/Rose Tropia	<a href="mailto:sidney.nightingale@tdinsurance.com">sidney.nightingale@tdinsurance.com</a>	Ombudsman/Deputy Ombudsman	3650 Victoira Park Avenue, 9th Fl. Toronto, ON M2H 3P7	(416)774-4715/1-866-337-3314 Ext: 4715	(416)774-3196	11/15/2010
		Rose Tropia	<a href="mailto:rose.tropia@tdinsurance.com">rose.tropia@tdinsurance.com</a>	Deputy Ombudsman		416-773-4715 / 1-866-337-3314	(416)774-3196	11/15/2010
480	Sentry Insurance A Mutual Company	J. Brian Reeve	<a href="mailto:jreeve@casselsbrock.com">jreeve@casselsbrock.com</a>	Chief Agent in Canada	2100 Scotia Plaza, 40 King Street West, Toronto, ON M5H 3C2	(416)869-5746	(416) 640-3211	9/15/2004
1022	SGI Canada Insurance Services Ltd.	Glenn Forbes	<a href="mailto:gforbes@sgicanada.ca">gforbes@sgicanada.ca</a>	Regional Manager	4220-98 Street Suite 303, Edmonton, AB T6E 6A1	(780) 435-1488 / 1-877-435-1484		10/22/2007
646	Sompo Japan Insurance Inc.	Yelena Garbar	<a href="mailto:yelena.garbar@ace-ina.com">yelena.garbar@ace-ina.com</a>	Ombudsman Liaison Officer	130 King Street West, 12th Fl., Toronto, ON M5X 1A6	(416)594-3005	(416)594-3000	9/1/2004
415	Sovereign General Insurance Company (The)	Murray Goertzen	<a href="mailto:murray.goertzen@sovgen.com">murray.goertzen@sovgen.com</a>	Prairie Regional Manager	900, 550-11th Avenue, Calgary, AB T2R 1M7	(403)781-1250	(403)781-1274	11/26/2007
370	Specialty National Insurance Company	Debbie Stamp			36 King Street, Suite 500, Toronto ON M5C 1E5	(416)361-1728	(416)361-6113	8/18/2001
144	St. Paul Fire and Marine Insurance Company	Graham Lloyd	<a href="mailto:glloyd@stpaultravelers.com">glloyd@stpaultravelers.com</a>	Senior Litigation Counsel	121 King Street Box 93, Suite 1200, Toronto, ON M5H 3T9	416-601-4410	416-601-4462	9/7/2004
875	St. Paul Guarantee Insurance Company	No Business in Alberta						
483	State Farm Fire and Casualty Company (The)	Peter Hanycz		Complaint Liaison Officer	333 First Commerce Dr. Aurora ON L4G 8A4	(905)750-4204/ 1-877-370-3276	(905)750-4035	6/4/2010
478	State Farm Mutual Automobile Insurance Company	Peter Hanycz		Complaint Liaison Officer	333 First Commerce Dr. Aurora ON L4G 8A4	(905)750-4204/ 1-877-370-3276	(905)750-4035	6/22/2011
990	T. H. E. Insurance Company	H. Steven Frye		Chief Agent	Suite 1010, 48 Yonge Street, Toronto, ON M5E 1G6	(416)368-7753	(416)368-0886	8/24/2004
665	TD General Insurance Company	Sid Nightingale/Rose	<a href="mailto:sidney.nightingale@tdinsurance.com">sidney.nightingale@tdinsurance.com</a>	Ombudsman/Deputy Ombudsman	3650 Victoira Park Avenue, 9th Fl. Toronto, ON M2H 3P7	(416)774-4715/1-866-337-3314 Ext: 4715	(416)774-3196	11/15/2010
		Rose Tropea	<a href="mailto:rose.tropea@tdinsurance.com">rose.tropea@tdinsurance.com</a>	Deputy Ombudsman		416-773-4715 / 1-866-337-3314	(416)774-3196	11/15/2010
850	TD Home and Auto Insurance Company	Sid Nightingale/Rose	<a href="mailto:sidney.nightingale@tdinsurance.com">sidney.nightingale@tdinsurance.com</a>	Ombudsman/Deputy Ombudsman	3650 Victoira Park Avenue, 9th Fl. Toronto, ON M2H 3P7	(416)774-4715/1-866-337-3314	(416)774-3196	11/15/2010
		Rose Tropea	<a href="mailto:rose.tropea@tdinsurance.com">rose.tropea@tdinsurance.com</a>	Deputy Ombudsman		416-773-4715 / 1-866-337-3314	(416)774-3196	11/15/2010
955	Temple Insurance Company	No Business in Alberta						
643	The Personal Insurance Company	Jeff Griffith	<a href="mailto:ombudsman@dqiq.ca">ombudsman@dqiq.ca</a>	Ombudsman	3 Robert Speck Parkway, Mississauga, ON L4Z 3Z9	1-866-676-5273	1-877-818-8863	06/04/10
884	TIG Insurance Company	David Derksen			P.O Box 5800, Winnipeg, MB R3C 3C9	(204)783-6751	(204)784-4443	09/09/04
633	Tokio Marine & Nichido Fire Insurance Co., Ltd.	Mr. Yukio Arita	<a href="mailto:ombudsman@lombard.ca">ombudsman@lombard.ca</a>	Ombudsman	105 Adelaide Street West, 3rd Floor, Toronto, ON M5H 1P9	1-800-268-9680 Ext. 4445	(416)350-4417	06/08/10
388	Traders General Insurance Company	Lori DeAcetis	<a href="mailto:ombudsman@avivacanada.com">ombudsman@avivacanada.com</a>	Corporate Ombudsman	2206 Eglinton Avenue East, Scarborough, ON M1L 4S8	(416)615-3634 / 1-877-219-3643 Ext 43634	(416)615-4239	07/06/09
858	Trafalgar Insurance Company of Canada	Nicole Meaney	<a href="mailto:ombudsman@intnact.net">ombudsman@intnact.net</a>	Acting Associate Ombudsman	700 University Avenue Suite 1500A, Toronto, ON M5G 0A1	1-866-302-5094	(416)941-5284	12/20/10
802	Transatlantic Reinsurance Company	No Business in Alberta						
907	Travelers Casualty and Surety Company of Canada	Graham J. Lloyd	<a href="mailto:glloyd@stpaultravelers.com">glloyd@stpaultravelers.com</a>	Senior Litigation Counsel	121 King Street, Box 93, Toronto ON M5H 3T9	(416)601-4410	(416)601-4462	09/14/04
233	Travelers Indemnity Company (The)	Graham Lloyd	<a href="mailto:glloyd@stpaultravelers.com">glloyd@stpaultravelers.com</a>		121 King Street, Box 93, Toronto ON M5H 3T9	(416)601-4410	(416)601-4462	09/07/04
684	UAP-New Rotterdam Insurance Company N.V.	Lori DeAcetis	<a href="mailto:ombudsman@avivacanada.com">ombudsman@avivacanada.com</a>	Corporate Ombudsman	2206 Eglinton Avenue East, Scarborough, ON M1L 4S8	(416)615-3634 / 1-877-219-3643 Ext 43634	(416)615-4239	07/06/09
947	Unifund Assurance Company	Jamie Hotte	<a href="mailto:jhotte@johnson.ca">jhotte@johnson.ca</a>	Regional Manager, Underwriting	11120-178 Street, Edmonton, AB T5S 1P2	(780)732-6791/1-877-732-6791	(780)665-7435	05/12/09
932	Utica Mutual Insurance Company	Robin Holloway	<a href="mailto:rholloway@csaccount.com">rholloway@csaccount.com</a>	Director of Financial Reporting	CSA Accounting for Insurance Inc., 1145 Nicholson Road Unit 2, Newmarket, ON L3Y 7V1	(905)853-0858 Ext 226		09/08/04
926	Virginia Surety Company, Inc.	Mr. Dondi Cheung		Chief Compliance Officer	7300 Warden Avenue, Suite 300	(905)305-4338	(905)305-8622	08/19/04
930	Waterloo Insurance Company	Carri Kram	<a href="mailto:ombudsman.office@tei.com">ombudsman.office@tei.com</a>	Liaison Officer	111 Westmount Road South, PO Box 1000, Waterloo, ON N2J 4S4	1-800-265-9996 Ext 48215	(519)772-0661	07/27/10
245	Wawanesa Mutual Insurance Company (The)	Keith Hartry		VP, Northern Alberta Region	100, 8657-51 Avenue, Edmonton, AB T6E 6A87	(780)469-5700/1-800-373-9212	(780) 469-5777	04/08/11
		Maya Cote-Johnson		VP, Southern Alberta Region	600, 708-11 Avenue SW, Calgary, AB T2R 0E4	(403)536-9224/1-800-373-9212	(403)262-1588	05/31/11
881	Western Assurance Company	Bonnie Pilkington(No Business in Alberta)		Customer Information Service		1-888-877-1710		09/03/04
329	XL Reinsurance America Inc.	Mr. Rob Kohlman	<a href="mailto:rob.kohlman@encon.ca">rob.kohlman@encon.ca</a>	Assistant Vice President	c/o ENCON Group Inc., 1400 Blair Place, Suite 500, Ottawa ON K1J 9B8	(613)786-2000	(786) 786-2001	08/31/04
942	York Fire & Casualty Insurance Company	La Toya Male		Ombudsman	7150 Derrycrest Drive, Mississauga, ON L5W 0E5	(905) 677-9777	(905)795-0887	10/30/08
949	Zenith Insurance Company	R. Paul Krpan	<a href="mailto:ombudsman@lombard.ca">ombudsman@lombard.ca</a>	Ombudsman	105 Adelaide Street West, 3rd Floor, Toronto, ON M5H 1P9	1-800-268-9680 Ext. 4445	(416)350-4417	02/27/06
253	Zurich Insurance Company	Mr. David Bailey	<a href="mailto:david.bailey@zurich.com">david.bailey@zurich.com</a>	Ombudsman	400 University Avenue, Toronto, ON M5G 1S7	(416)408-6303/ 1-800-387-5454 Ext 6303	(416)408-6271	08/19/04