



2060 Winston Park, Suite 300
Oakville, ON L6H 5R7
Telephone: 905 287 5300
Toll-free: 800 511 8888
sagen.ca

Resolving your Complaint

Step 1)

Customers should call their Account Manager or contact a customer service representative at:

Telephone: 1-800-511-8888

Email: mortgage.info@sagen.ca

Step 2)

If customers are unable to resolve their complaints to their satisfaction, they should contact the company's SVP, Chief Operating Officer at:

Attention: Jim Spitali

2060 Winston Park Drive, Suite

300 Oakville, Ontario L6H 5R7

Email: jim.spitali@sagen.ca

Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada supervises all federally regulated financial institutions, which includes federally regulated insurance companies, for compliance with federal consumer protection laws, including the requirement to have a complaint-handling process in place. FCAC does not resolve individual complaints.

If you have a problem with a financial product or service, you may file a complaint with Sagen Mortgage Insurance Company Canada. If you are not satisfied with how your complaint has been handled, you can escalate the complaint to the following third-party complaints body:

General Insurance OmbudService (GIO)

Head Office

4711 Yonge Street, 10th floor

Toronto, ON M2N 6K8

Website: www.giocanada.org

National Toll-free: 1-877-225-0446 (toll free)

Fax: 416-299-4261

If you want to know your rights or need information about Sagen Mortgage Insurance Company Canada's complaint-handling process of a financial institution, you may contact

FCAC by online form, mail, or telephone. FCAC uses information from consumer enquiries to support its mandate.

Web site: www.canada.ca/fcac

Online form: <https://www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html>

Phone:

For service in English: 1-866-461-FCAC (3222)

For service in French: 1-866-461-ACFC (2232)

For calls from outside Canada: 613-960-4666

Teletypewriter (TTY): 1-866-914-6097 / 613-947-7771

Video Relay Service: FCAC welcomes Video Relay Service (VRS) calls. You do not need to authorize the relay service operator to communicate with FCAC.

Visit <https://srvcanadavrs.ca/en/> to learn more.

Mailing address:

Financial Consumer Agency of Canada
427 Laurier Avenue West, 5th Floor
Ottawa ON K1R 7Y2