



1229 Talbot Street  
St. Thomas, ON N5P 1G8

**1-877-792-3693**

**Tel:** 519-631-1572

**Fax:** 519-631-8941

**[www.yarmouthmutual.com](http://www.yarmouthmutual.com)**

*Rooted in Your Community...  
Discover the Mutual Difference!*

### **Complaint Handling Protocol**

Yarmouth Mutual Insurance Company is committed to providing customers with exceptional service. This protocol ensures that the policyholder concerns are handled fairly and efficiently.

Any complaint escalated to the Complaints Officer ***must be made in writing***. This may be submitted either by email ([a.kuron@yarmouthmutual.com](mailto:a.kuron@yarmouthmutual.com)) or by letter.

#### **Please include the following information:**

- summary of policyholder complaint;
- list of all unresolved concerns;
- the reason the policyholder feels their concerns have not been resolved at Step 1;
- any documentation/information that the policyholder would like to have reviewed; and
- what the policyholder would like to see happen (the desired outcome).

**Please use the fillable template below.**



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Name:

Address:

City:

Province:

Postal Code:

Policy #

Claim # (if applicable)

**Summary of complaint:**

**List of all unresolved concerns:**

**How have your concerns not been resolved at Step 1?**

**What is your desired outcome?**

**Please remember to include any additional relevant documentation or information.**