

**COMMITTED TO RESOLVING YOUR CONCERNS**

At Chicago Title Insurance Company *Canada* (Chicago Title) we value our customer relationships. Should you be experiencing a problem or concern please contact us directly. We feel it is important for us to know when problems or concerns exist, so that we may efficiently respond and resolve them to your satisfaction. At the same time, this feedback will enable us to modify our existing practices in order to continue to provide the best possible service to you.

Our goal is to handle your concern or complaint in the most efficient, professional and fair manner possible. The below steps ensure your concern or complaint receives the care and attention that it deserves.

**STEP 1: CONTACT US DIRECTLY**

Initially, we recommend that you contact us directly to tell us about your concern or complaint. You are welcome to call, write, or fax us regarding the issue:

**COMPLAINTS LIAISON**

**Chicago Title Insurance Company *Canada***  
Attention:  
Edie Branning, Manager, Operations

**By Mail**  
2700 Argentia Road  
Mississauga, ON L5N 5V4

**By E-Mail**  
[ebranning@ctic.ca](mailto:ebranning@ctic.ca)

**By Telephone**  
1-888-868-4853

**By Facsimile**  
1-866-214-1953

**STEP 2: CONTACT THE CHICAGO TITLE OMBUDSMAN**

If your complaint or concern remains unresolved after proceeding through Step 1 we recommend that you contact the Chicago Title Ombudsman. The Chicago Title Ombudsman is intended to provide an impartial review of your complaint or concern. Within 5 business days of receiving your complaint or concern, the Chicago Title Ombudsman will contact you with information as to if and where your complaint or concern has been redirected, whether it has been resolved, or in more complex situations, what additional steps are being taken. If your complaint or concern remains in unresolved status, you will also be advised as to when you can expect a resolution. You may contact the Chicago Title Ombudsman by:

**OMBUDSMAN**

**Chicago Title Insurance Company *Canada***  
Attention:  
Patrick Squire, Vice President, Canada

**By Mail**  
2700 Argentia Road  
Mississauga, ON L5N 5V4

**By E-Mail**  
[psquire@ctic.ca](mailto:psquire@ctic.ca)

**By Telephone**  
1-888-868-4853

**By Facsimile**  
1-866-214-1953

**STEP 3: CONTACT THE GENERAL INSURANCE OMBUDSERVICE**

If, after contact with the Chicago Title Ombudsman, your complaint or concern remains unresolved, you may then contact The General Insurance OmbudService. The General Insurance OmbudService (GIO) is an independent dispute resolution service that is responsive, thorough and focused on the successful resolution of consumer complaints.

Any policyholder in Canada who has a concern or dispute with Chicago Title can initiate the process by contacting GIO with the details of his or her complaint. The time to do this is *after* the consumer has first tried to resolve the complaint directly with Chicago Title. Consumers can access GIO's services by telephone, mail, e-mail, fax, or through their web site.

You can initiate the process by telling GIO the details of your complaint. You may register your complaint by telephone at 1-877-225-0446 or with their easy-to-use online complaint form available at [www.giocanada.org](http://www.giocanada.org).

**ADDITIONAL RESOURCE**

**Financial Consumer Agency of Canada** is an agency of the federal government. If you experience delays when using the above-noted process or have other concerns, you may contact Financial Consumer Agency of Canada toll-free at: 1-866-461-3222.

**INFORMATION THAT MAY BE REQUIRED BY CHICAGO TITLE**

- Your contact information
- A summary of the concern or complaint
- Supporting documentation if necessary
- The title insurance policy number if applicable

*The handling of your concern or complaint will be held strictly confidential and your information will not be shared without your permission. For our Privacy Policy, please go to [www.ctic.ca](http://www.ctic.ca).*