

Resolution #2- Duties of the Members Relevant to the GIO Complaint Resolution Process

WHEREAS, there exists specific expectations of the membership in the General Insurance OmbudService by insurers and reinsurers licensed in Canada to carry on general insurance, and

WHEREAS, GIO wishes to express its expectations with respect to the duties that are commensurate with membership, be it:

RESOLVED, that to maintain membership in good standing with GIO, the following expectations with respect to the duties of Members must be met:

1. A Member shall have a documented complaint resolution process that:
 - (i) is clearly identified on their company webpage;
 - (ii) is provided to all distributors (i.e. Brokers, Agents, Call Centres);
 - (iii) is provided to independent adjustors and other intermediaries;
 - (iv) identifies GIO's complaint resolution process; and
 - (v) ensures that a GIO brochure or informational material on the GIO process is provided to a consumer if a complaint is made and is unresolved for a period of 30 days following the date of the complaint to the Member.

2. A Member shall have at least one Complaint Liaison Officer who:
 - (i) has the authority and responsibility to ensure complaints are handled promptly; and
 - (ii) provides all contact information (civic address, telephone and facsimile numbers, and email address) for their office to a complainant.

3. A Member shall cooperate with GIO by:
 - (i) responding to inquiries by GIO promptly;
 - (ii) providing to GIO, upon request, any and all documentation related to a complaint;
 - (iii) making staff available for GIO-related proceedings upon reasonable notice;
 - (iv) ensuring staff made available for GIO-related proceedings have sufficient authority to work towards a satisfactory resolution; and
 - (v) promptly notifying GIO of any changes to the contact information of their Complaint Liaison Officer.