

**COMPLAINT PROCEDURES:
COMPAGNIE FRANÇAISE D'ASSURANCE POUR LE COMMERCE EXTERIEUR –
CANADA BRANCH**

1. The Chief Agent of Compagnie Française D'Assurance Pour Le Commerce Extérieur- Canada Branch ("Coface Canada Branch") is Ms. Jacqui Jooste. She is responsible, pursuant to the Insurance Companies Act (the "Act"), for all aspects of the operations of Coface Canada Branch, including handling complaints from consumers.
2. As such, any written or verbal complaint received by Coface Canada Branch, will be investigated by the Coface Canada Branch complaint management team pursuant to its complaint-handling procedures. The Coface Canada Branch complaint management team will inform Ms. Jooste of all complaints.
3. In the event that the complaint management team is unable to resolve the complaint or does not have sufficient information, which it cannot obtain from the expert assigned to the complaint, it will refer the complaint to Ms. Carolina Ventura at Coface North America. Ms. Carolina Ventura is the Chief General Counsel for Coface Canada Branch.
4. The Coface Canada Branch complaint management team will monitor and follow-up regarding the handling of all customer complaints and will ensure that the customer receives a timely response.
5. As for a third-party dispute resolution body or mechanism, Coface Canada Branch is a member of The General Insurance OmbudService: 4711 Yonge Street 10th Floor, Toronto, ON M2N 6K8, <https://www.giocanada.org/>.
6. A customer may contact the Financial Consumer Agency of Canada ("FCAC") at its office at 427 Laurier Ave. West, 6th Floor, Ottawa, Ontario K1R 1B9, or through its website at www.fcac-acfc.gc.ca, or, for situations regarding policyholders in Quebec, the Autorité des Marchés Financiers ("AMF") at its office at 800, square Victoria 22e étage, C.P. 246, tour de la Bourse, Montréal, Québec H4Z 1G3, or through its website at <http://www.lautorite.qc.ca/en/file-complaint-conso.html>. Coface will send record of a complaint to the AMF, upon request of the complainant.
7. Complainant may raise any questions concerning Coface's complaint procedure and / or details of other regulators with Coface.

Updated on 9/7/2023