

First Acre Insurance Inc. ("First Acre") is dedicated to serving the Agriculture Sector in Canada by providing you, our broker's clients, with exceptional insurance coverages and service. Your satisfaction and wellbeing are our top priority, and we look forward to hearing from you and your broker on how we are doing. If you feel we have not provided you with the service or product as promised, we welcome you to voice any shortcomings and complaints to us as not only do we want to hear about them, but we also welcome the opportunity to address them in a fair, timely and professional manner.

In order for us to resolve your concerns efficiently, we ask that you follow the process outlined below:

Documentation

When escalating your concern, it is important to have relevant information ready so the person you're speaking with can look up your policy or claim. This information should include:

- Your policy and/or claim numbers,
- Supporting documents,
- Relevant dates,
- The names of any employees with whom you have interacted, as well as
- Details of your concern(s).

Source

Start at the source. Speak to the representative of the department involved, your agent or broker or the claim adjuster handling your claim.

Supervisor/Manager

If you have already tried talking to your broker, claims adjuster or billing professional and you have not received a satisfactory resolution, it is time to escalate your concern to the next level and request to speak with a manager or supervisor.

Submit Your Concerns to First Acre

If you have not received a satisfactory resolution from speaking with the manager or supervisor, please submit your concerns to us by outlining the information as noted above with your contact information. Upon receipt, we will immediately begin an investigation as well as reach out to you to ensure we understand your position.

Our goal is to have a resolution within seven (7) business days. In the event there is a delay for this timeline, you will be notified of a time and the reason for the delay.

Please send your concerns to us by:

Email to: compliance@firstacre.ca.

Mail to: First Acre Insurance Inc., Suite 307, 1235 Fairview Street, Burlington, ON L7S 2K9

Third Party Assistance – External Agency

If your concern continues to remain unresolved, there are a number of independent third parties that are available to assist you.

To voice a concern about your Broker or Us

Alberta: <https://www.abccouncil.ab.ca/problem-with-an-agent>
BC: <https://www.insurancecouncilofbc.com/consumer-information>
Manitoba: <https://www.icm.mb.ca/complaints>
Ontario: <https://www.ribo.com/complaints/complaints-and-investigations>
Saskatchewan: <https://www.skccouncil.sk.ca/consumer-information/making-a-complaint>

Insurance Company Concerns

Insurance Regulator:
<https://www.canada.ca/en/financial-consumer-agency/services/insurance/make-complaint.html>

Insurance Bureau of Canada: <http://www.ibc.ca>

Provincial Insurance Regulators:

Alberta <http://www.finance.alberta.ca/business/insurance/index.html>
British Columbia <https://www.bcfsa.ca/index.aspx>
Manitoba <http://www.mbfincinstitutions.ca>
Ontario <http://www.fsrao.ca/>
Saskatchewan <https://www.skccouncil.sk.ca/default.htm>

Insurance Claim Assistance

General Insurance OmbudService (GIO) <https://giocanada.org/>