

# Customer satisfaction and complaint resolution

At Manulife, customer satisfaction is important. It is our responsibility to respond to complaints promptly, accurately and with the utmost courtesy.

We will provide our customers with free and accessible means with which to communicate their complaint and will employ our best efforts to respond and resolve where possible. All complaints and personal information collected, whether written or oral, must be handled in a timely, professional and confidential manner. Our clients are entitled to no less.

## Have a question, concern or issue?

Please contact your advisor or the Customer Service area at Manulife head office. Contact information for the appropriate Customer Service area can be found at [manulife.ca](https://manulife.ca). Most problems can be resolved quickly and easily by speaking with your advisor or with a Customer Service Representative.

If your concern or complaint pertains to a **Manulife Bank** product or service, please find the process and brochure: [ManulifeBank.ca/complaint resolution process](https://ManulifeBank.ca/complaint-resolution-process)

## How to file a Complaint

If you are not satisfied with the Customer Service area's response, you may ask to have your complaint escalated to the **Complaints Office** for a further review.

Visit [Manulife.ca/Resolve a Complaint](https://Manulife.ca/Resolve-a-Complaint) to submit your complaint using our web form.

Or

Email us at:

[Manulife\\_Complaint\\_Office@manulife.ca](mailto:Manulife_Complaint_Office@manulife.ca)

Or

Call us at 1-855-891-8671  
(Toll free across Canada)

For Quebec - You may also complete the [form](#) from the Autorité des marchés financiers (AMF).

Contact us for help with filing your complaint or to learn how we process complaints.

## Steps in the Complaint Process

### 1. We Acknowledge your Complaint

We are committed to acknowledge complaints within 10 days, but we strive to respond quicker.

### 2. We Analyze the Complaint

We make sure we understand your complaint and what you expect from us. If necessary, we contact you to request additional information.

**During the complaint investigation we may:**

- Contact you to clarify information you have already provided
- Contact you to request additional information in writing

- Share your complaint and supporting documentation with the advisor against whom allegations have been directed
- Request additional information from other parties involved
- Provide you with updates throughout the complaint handling process
- Advise of extenuating circumstances that are delaying a final response

## 3. We provide our Final Response

We provide you with a final response in writing within 60 days. In our response, we explain how we analyzed your complaint, what led to our response and, if possible, the proposed solution to your complaint.

If we present an offer, we provide you with time to make an informed decision whether or not to accept it. Once we reach an agreement, we implement the resolution within 30 days unless we agree on a different timeframe. For complex complaints that need more time, we may extend the response period by up to 30 days and will inform you in writing about the reasons for the extension.

## External Options

If, you remain dissatisfied with our response and final position, you can seek an external independent and impartial help from various consumer organizations. Below is a list of these organizations, along with details on how to file a complaint with each:

**The OmbudService for Life & Health Insurance (OLHI)** assists with unresolved concerns about life and health insurance products and services. Once you have received our Final Response letter, you can submit your complaint online at <https://olhi.ca/complaints/submit-a-complaint/>.

**The General Insurance OmbudService (GIO)**

provides help for Canadian consumers of home, automobile and business insurance. They can discuss your complaint and guide you through the process, but they can only review your case after you receive our final response letter. To submit a complaint please call the number below or use their online complaint form <https://giportal.powerappspostals.com/submit-a-complaint/>.

**For residents of Quebec** – You can contact us to request to have your complaint record examined by the Autorité des marchés financiers (AMF) at any time if you are not satisfied with the response we provided or how your complaint was processed. We are required to send your complaint record to the AMF no later than 15 following receipt of your request.

AMF Toll-free telephone number:

1-877-525-0337

website: [www.lautorite.gc.ca](http://www.lautorite.gc.ca).

**For residents of Saskatchewan** - If you reside in the Province of Saskatchewan, you may submit your complaint to the Superintendent of Insurance. For complaint inquiries or more information, please contact:

**Superintendent of Insurance**

Superintendent of Insurance  
Insurance and Real Estate Division  
Financial and Consumer Affairs Authority  
4<sup>th</sup> Floor, 2365 Albert Street  
Regina, Saskatchewan S4P 4K1

Phone: (306) 787-6700

Fax: (306) 787-9006

Email: [fid@gov.sk.ca](mailto:fid@gov.sk.ca)

**Federal consumer provision complaints****The Financial Consumer Agency of Canada (FCAC)**

supervises federally regulated financial institutions to ensure they comply with federal consumer protections laws.

If you have a complaint about a payment, credit or charge card, how the cost of borrowing is disclosed or calculated for a loan or an advance against the cash surrender value of a policy, or any other obligation of the company under a consumer provision, you may contact the Financial Consumer Agency of Canada (FCAC):

- At their office: 427 Laurier Ave. West, 6<sup>th</sup> Floor, Ottawa, Ontario K1R 1B9
- Through their website: [www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca)

**For privacy related issues**

**The Office of the Privacy Commissioner of Canada** oversees compliance with the Privacy Act, including personal information-handling practices and the Personal Information Protection and Electronic Documents Act (PIPEDA).

If you are not satisfied with our response to your concerns, you may file a formal privacy complaint with the Office of the Privacy Commissioner of Canada online or to file a complaint by mail you can download and complete the forms on their site <https://www.priv.gc.ca/en/report-a-concern/file-a-formal-privacy-complaint/file-a-complaint-about-a-business/>

Contact Information:

Toll-free: 1-800-282-1376

Phone: 819-994-5444

TTY: 819-994-5424

Visit <https://www.priv.gc.ca/en/> for more information.