Atradius
Managing risk, enabling trade

How are we performing?

Our customer feedback process

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How will we respond?

We aim to quickly respond to any feedback, especially if you have a complaint. However, the first step is to understand the problem, and to find out what we can do to resolve the matter.

You can expect the following from Atradius:

- A written acknowledgement upon receipt of your feedback.
- Details of who the feedback has been referred to for action. This will be the person within Atradius best to deal with the issue.
- Our aim is to resolve all issues where possible within 10 working days. Where a resolution is not possible in this time frame, we will keep you informed at all stages of dealing with any specific issues.

We value all your feedback. Please help us to make improvements in our service for all of our customers.

The most important people at Atradius are our customers...

The Atradius team is commited to providing you with fast, efficient, professional and courteous service of the highest level.

We take specific interest in all our customers' views on our service – complimentary or otherwise – in any business, the customer's opinion is the only one that really matters.

So that we can deal effectively with any issues that you would like to bring to our attention, please follow the process outlined in this leaflet.

You can rest assured that we treat all of your feedback with the urgency it deserves, because we rely on your goodwill and value the faith that you place in our company.

We strive for perfection....

..and in doing so, we listen to our customers. So, if you have a suggestion for improving any aspect of our service, please let us know. We can assure you that your feedback is always welcome and given due consideration.

You can share your thoughts with us by phone, letter or email to our Account Management and Customer Service teams *(see contact information above)*.

External Complaint Body:

If you are not satisfied with Atradius' final response to your complaint then please contact the General Insurance OmBudService at www.giocanada.org.

Alternatively you can contact the Financial Consumer Agency of Canada at www.canada.ca/en/financial-consumer-agency/corporate/contact-us.html

To help us investigate and respond to you as effectively as possible, please provide the following information:

- Your name and address
- Your policy number – if applicable
- A daytime telephone number / email address where we can contact you
- A clear description of your concern or complaint
- Details of the action you would like to see taken

If applicable, please also provide:

- Copies of any relevant documents
- Previous correspondence relating to your complaint