How to File a Complaint with Wiegers Financial & Benefits

Client or Complainant Instructions

Step 1 – Advisor

Should you, as a client, express dissatisfaction with regards to advice received or a product, you are to contact the advisor whose name appears on your statements and notices. Should you wish to express dissatisfaction with the services provided by an advisor, you may contact the branch manager of the agency listed on your statements and notices. Once an advisor/agency receives such complaints from a client, they must advise the MGA of all complaints.

Consumer Complaints	*Advisor Conduct Issues*	*Contracting*
Pat Kyle	Nikki Gorgichuk	Nikki Gorgichuk
Director of Operations	Branch Manager	Branch Manager
pat.kyle@wiegers.ca	nikki.gorgichuk@wiegers.ca	nikki.gorgichuk@wiegers.ca
(306) 244-0949 ext. 201	(306) 244-0949 ext. 206	(306) 244-0949 ext. 206

Step 2 – Client Service Department of the Insurance Carrier

If you are unable to obtain a satisfactory response after completing Step 1, then please contact the client service department of the Insurance Carrier and bring up your concerns. The Insurance Carrier will then contact the MGA, Barrington Wealth Partners, and they will help resolve the concerns with the client and advisor involved.

Step 3 – Ombud Service for Life & Health Insurance (OLHI)

If all of the previous steps have failed and the problem still persists, you may forward a written request for review by the Ombud Service for Life and Health Insurance.

Ombud Service for Life and Health Insurance Telephone: 1-888-295-8112
Website: www.olhi.ca

Please note that when requesting a review, you must provide a copy of all correspondence sent and received in the scope of the previous steps. All information exchanged during the course of the mediation process will remain strictly confidential.