



You have the right to request, in writing, that a copy of your complaint file be forwarded to the Autorité des marchés financiers (AMF). Upon receiving your complaint, the AMF will review the file and may offer dispute resolution services if deemed appropriate.

To contact the AMF:

Toll-free In Quebec City: 418-525-0337

e: 1-877-525-0337

In Montreal: 514-395-0337

Our Information

To sell insurance products online to Quebec residents, Xodus operates through the following firm. For further details, please see below:

Distributing Firm's Contact Information : Xodus Travel Services Inc. / Services de Voyage Xodus.

3215 Electricity Dr.

Windsor On, N8W5J1

Canada

Phone Number: 1 866-424-0825

Email: contactus@xodus.ca

Registration Number: 608405

Xodus Travel Services Inc is registered in the following sectors:

- Insurance of Persons
- Damage Insurance

Insurer Contact Information: Northbridge General Insurance Corporation

105, Adelaide St W.

Toronto On, M5H 1P9

Canada

Telephone 416 350-4400

Fax 416 350-4412

Email: info@nbfc.com

To view the Autorité des marchés financiers ("AMF") website where our firm's registration can be found click [here](#)



Xodus Travel Services Inc. Complaints Policy

Introduction

Xodus Travel Services Inc. ("Xodus") is committed to ensuring the fair treatment of complaints regarding our services. This policy outlines the procedures established by Xodus to handle and resolve any complaints.

1. Contact a Representative to Discuss Your Complaint

If you are dissatisfied with a product or service, please contact us at 1-866-424-0825. Most complaints can be resolved by discussing your concerns and providing further explanations.

2. Review Your Dissatisfaction

If you are not satisfied with the information provided by our representative, you may request to speak with a supervisor for further discussion.

3. Contact Us in Writing

If, after speaking with our team, you are still dissatisfied, contact us in writing. Our team will review and respond to your inquiry within 3 days. Send your complaint via email to contactus@xodus.ca (subject: "Letter to the Complaints Officer") or in writing to:

Complaints Officer
Xodus Travel Services Inc.
3215 Electricity Drive
Windsor, Ontario
N8W 5J1

4. The Complaints Officer

Upon receiving your complaint, the Complaints Officer will ensure it is handled in accordance with this policy. If your complaint has not been dealt with as described, the Complaints Officer will direct your complaint to the appropriate person to complete the process.

Once your complaint has been dealt with in accordance with the process described in this policy, you will receive confirmation that your complaint has been received by the Complaints Officer within 3 days of receipt.



The Complaints Officer will conduct an in-depth review of your complaint, which may require contacting you for additional information. After all necessary information and documentation is obtained, the Complaints Officer will make a final decision. This decision, along with the reasons behind it, will be communicated to you.

5. Regulatory Transfer of Complaint

If you are not satisfied with the final decision provided by the Complaints Officer, you may request that your file, including all information and documentation, be transferred to the appropriate regulatory body.