

## Customer satisfaction

Parachute Digital Solutions Inc. (“PDSI”) has been around since 2018, and since then we’ve helped thousands of people across Canada buy insurance. We take your feedback and complaints very seriously. We invite you to communicate the reason for your dissatisfaction so that we can work with you to resolve it as efficiently as possible.

### Step 1: Communicate with one of our representatives

Call one of our Customer Service representatives to communicate the reason of your dissatisfaction with a product or service. Most issues can be solved with a quick phone call or message to our Customer Service team:



**1-866-827-7068**



**[my.parachuteinsurance.ca/contact-us](https://my.parachuteinsurance.ca/contact-us)**

### Step 2: File a written complaint

#### What is a complaint?

A complaint is the expression of one of the following elements that persists after being examined by a Customer Service representative:

- A reproach you have against us
- A real or potential harm you have sustained or may sustain as a result of something we did or are doing
- A request for remedial action

After having spoken to a Customer Service representative, if the reason for your dissatisfaction has not been resolved, you may submit a complaint to us in writing, either by mail or email:

**Parachute Digital Solutions Inc.**

390 Bay Street, suite 2400

Toronto, ON, M5H 2Y2

**[info@parachutedigitalsolutions.ca](mailto:info@parachutedigitalsolutions.ca)**

(please include “Complaint” in the subject line)

Once we receive your complaint, we will open a file and conduct a thorough review of the concerns you raised. We will then provide you with a written response explaining the decision made with regards to your complaint.

Your file will contain the following information:

- Your written complaint and all documents received from you
- Our analysis of the complaint
- Any information related to the complaint
- Our final written response to you with justifying reasons.

## **What to do if you are not satisfied with the outcome or the examination**

If you are not satisfied with the outcome or the examination of your complaint, you may ask us, at any time, to transfer your file to the Insurer.