



## SECTION 3

### Insurance organizations

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# IBC MEMBERS



IBC member companies – private insurers and reinsurers – can subscribe to the following three IBC services:

**A**

## **ISSUES MANAGEMENT**

This includes policy development, communications and legal services, and services provided by regional offices.

**B**

## **INVESTIGATIVE SERVICES**

This includes cross-insurer fraud investigation coordination, auto theft and loss recovery services, vehicle identification, vehicle branding, a tips line, information exchange, and communications and legal services, as they pertain to Investigative Services.

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## **VEHICLE INFORMATION SERVICES**

This includes access to the most up-to-date database of vehicle characteristics and vehicle safety features, web-based business applications, the Canadian Loss Experience Automobile Rating (CLEAR) system, VINlink products and other information related to automobile insurance in Canada.

# IBC MEMBERS



## IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
<b>A</b>			
Algoma Mutual Insurance Company		<b>B</b>	*
Allianz Global Risks (US) Insurance Company	<b>A</b>		*
Allstate Canada Group of Companies (ACG)			
Allstate Insurance Company of Canada	<b>A</b>	<b>B</b>	*
Esurance Insurance Company of Canada	<b>A</b>	<b>B</b>	*
Pafco Insurance Company	<b>A</b>	<b>B</b>	*
Pembroke Insurance Company	<b>A</b>	<b>B</b>	*
L'Alpha, compagnie d'assurance inc.		<b>B</b>	*
The American Road Insurance Company		<b>B</b>	
Arch Insurance Canada Ltd.	<b>A</b>		*
Atradius Credit Insurance N.V.	<b>A</b>		
Aviva Canada Inc.			
Aviva General Insurance Company	<b>A</b>		*
Aviva Insurance Company of Canada	<b>A</b>		*
Elite Insurance Company	<b>A</b>		*
Pilot Insurance Company	<b>A</b>		*
S & Y Insurance Company	<b>A</b>		*
Scottish & York Insurance Co. Limited	<b>A</b>		*
Traders General Insurance Company	<b>A</b>		*
AXIS Reinsurance Company (Canadian Branch)	<b>A</b>		
<b>B</b>			
The Boiler Inspection and Insurance Company of Canada	<b>A</b>	<b>B</b>	
Brant Mutual Insurance Company		<b>B</b>	
<b>C</b>			
CAA Club Group			
Alberta Motor Association Insurance Company	<b>A</b>	<b>B</b>	*
BCAA Insurance Corporation	<b>A</b>		*
CAA Insurance Company	<b>A</b>	<b>B</b>	*
Echelon Insurance	<b>A</b>	<b>B</b>	*

# IBC MEMBERS



## IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
La Capitale Financial Group			
La Capitale assurances générales inc.	A	B	*
Unica Insurance Incorporated	A	B	*
L'Unique assurances générales inc.	A	B	*
CCR RE	A		
Chubb Insurance Company of Canada	A	B	*
Continental Casualty Company	A	B	*
The Co-operators Group Limited			
Co-operators General Insurance Company		B	*
COSECO Insurance Company		B	*
CUMIS General Insurance Company		B	*
The Sovereign General Insurance Company		B	*
CorePointe Insurance Company		B	
<b>D</b>			
Desjardins General Insurance Group Inc.			
Certas Direct Insurance Company	A	B	*
Certas Home and Auto Insurance Company	A	B	*
Desjardins assurances générales Inc.	A	B	*
The Personal General Insurance Inc.	A	B	*
The Personal Insurance Company	A	B	*
<b>E</b>			
Ecclesiastical Insurance Office PLC	A	B	
Economical Insurance			
Economical Mutual Insurance Company	A	B	*
The Missisquoi Insurance Company	A	B	*
Perth Insurance Company	A	B	*
Sonnet Insurance Company	A	B	*
Waterloo Insurance Company	A	B	*
Electric Insurance Company	A		*

# IBC MEMBERS



## IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
Euler Hermes American Credit Indemnity Company	A		
Everest Insurance Company of Canada	A		
Everest Reinsurance Company	A		
<b>F</b>			
Federal Insurance Company of Canada	A	B	*
<b>G</b>			
General Reinsurance Corporation	A		*
Gore Mutual Insurance Company	A	B	*
Groupe Ledor Inc. Mutuelle d'assurance	A		*
<b>H</b>			
Hartford Fire Insurance Company	A	B	*
HDI Global SE Canada Branch	A		
HDI Global Specialty SE	A		
Howick Mutual Insurance Company		B	
<b>I</b>			
Industrielle Alliance, Assurance auto et habitation inc.	A	B	*
Insurance Company of Prince Edward Island (ICPEI)	A		*
Intact Financial Corporation			
Belair Insurance Company Inc.	A	B	*
The Guarantee Company of North America	A	B	*
Intact Insurance Company	A	B	*
JEVCO Insurance Company	A	B	*
The Nordic Insurance Company of Canada	A	B	*
Novex Insurance Company	A	B	*
Trafalgar Insurance Company of Canada	A	B	*

# IBC MEMBERS



## IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
<b>L</b>			
Lawyers' Professional Indemnity Company	A		
Liberty Mutual Insurance Company	A		*
Liberty Specialty Markets Bermuda Limited	A		*
<b>M</b>			
MAX Insurance	A		
Mitsui Sumitomo Insurance Company Limited	A	B	*
Motors Insurance Corporation		B	
Munich Re Group			
Munich Reinsurance Company of Canada	A		
Temple Insurance Company	A		
Munich Reinsurance America, Inc.	A	B	
The Mutual Fire Insurance Company of British Columbia	A		
<b>N</b>			
Northbridge Financial Corporation			
Federated Insurance Company of Canada	A	B	*
Northbridge General Insurance Corporation	A	B	*
Verassure Insurance Company	A	B	*
Zenith Insurance Company	A	B	*
North Kent Mutual Fire Insurance		B	
<b>O</b>			
Odyssey America Reinsurance Corporation (Canadian Branch)	A		
Old Republic Insurance Company of Canada	A	B	*
Omega General Insurance Company	A		

# IBC MEMBERS



## IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
<b>P</b>			
Partner Reinsurance Company of the U.S.	A		
Peace Hills General Insurance Company	A	B	*
Portage la Prairie Mutual Insurance Company		B	*
Promutuel Assurance	A		*
Protective Insurance Company	A		*
<b>R</b>			
Red River Mutual Insurance Company	A		
<b>RSA</b>			
Ascentus Insurance Ltd.	A	B	*
Canadian Northern Shield Insurance Company	A	B	*
Québec Assurance Company	A	B	*
Royal & Sun Alliance Insurance Company of Canada	A	B	*
Unifund Assurance Company	A	B	*
L'Union Canadienne, compagnie d'assurances	A	B	*
Western Assurance Company	A	B	*
<b>S</b>			
SCOR Canada Reinsurance Company	A		
Sentry Insurance, A Mutual Company	A		*
Sirius America Insurance Company	A		
SSQ Insurance Company Inc.	A	B	*
Starr Insurance and Reinsurance Limited	A		
<b>Swiss Re</b>			
Swiss Reinsurance Company Ltd., Canadian Branch	A		
Westport Insurance Corporation	A	B	

# IBC MEMBERS



## IBC members and the IBC services to which they subscribe, as of April 24, 2020

COMPANY AND GROUP	IBC SERVICES		
<b>T</b>			
TD Insurance			
Primum Insurance Company	A	B	*
Security National Insurance Company	A	B	*
TD Direct Insurance Company	A	B	*
TD General Insurance Company	A	B	*
TD Home and Auto Insurance Company	A	B	*
Toa Reinsurance Company of America (Canada Branch)	A		
Tokio Marine & Nichido Fire Insurance Co., Ltd.	A	B	*
Travelers Canada			
The Dominion of Canada General Insurance Company	A	B	*
St. Paul Fire and Marine Insurance Company	A	B	*
Travelers Insurance Company of Canada	A	B	*
Trisura Guarantee Insurance Company	A		
Triton Insurance Company	A		
<b>W</b>			
The Wawanesa Mutual Insurance Company	A	B	*
Wynward Insurance Group		B	
<b>X</b>			
XL Specialty Insurance Company	A	B	*
<b>Z</b>			
Zurich Insurance Company Ltd.	A		



# IBC OFFICES



## Head office

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President and CEO  
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Fax: 416-361-5952

## Regional offices

### Ottawa

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Vice-President, Federal Affairs  
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Ottawa, Ontario K1N 5S6  
  
Tel: 613-236-5043

### Pacific

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Vice-President, Pacific  
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### Western

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Tel: 902-429-2730  
Fax: 902-420-0157

# IBC SERVICES



## Investigative Services

### British Columbia

34A-2755 Lougheed Highway, Suite 571  
Port Coquitlam, British Columbia V3B 5Y9

Tel: 604-944-2431  
Fax: 604-944-1326

### Central West

10104-103 Avenue, Suite 2603  
Edmonton, Alberta T5J 0H8

Tel: 780-423-2212 ext. 3101  
Fax: 780-423-4796

### Ontario

2235 Sheppard Ave E., Suite 1100  
Toronto, Ontario M2J 5B5

Tel: 416-252-3441  
Fax: 416-449-9357

### Québec

2000 Peel Street, bureau 530  
Montréal, Québec H3A 2W5

Tel: 514-933-8953  
Fax: 514-933-7814

### Atlantic

1969 Upper Water Street, Suite 1706  
Purdy's Wharf, Tower II  
Halifax, Nova Scotia B3J 3R7

Tel: 902-429-2730  
Fax: 902-422-5151

## Consumer Information Centres

### British Columbia

1-844-2ask-IBC (1-844-227-5422)

### Alberta, Saskatchewan, Manitoba and the Territories

1-844-2ask-IBC (1-844-227-5422)

### Ontario

1-844-2ask-IBC (1-844-227-5422)

### Québec

1-877-288-4321

### Atlantic

1-844-2ask-IBC (1-844-227-5422)

# SUPERINTENDENTS OF INSURANCE



## Canada

**Jeremy Rudin**

Superintendent of Financial Institutions  
Office of the Superintendent of Financial Institutions Canada

255 Albert Street, 12th Floor  
Ottawa, Ontario K1A 0H2

Tel: 613-990-7788

Fax: 613-990-5591

Toll-free: 1-800-385-8647

Email: [information@osfi-bsif.gc.ca](mailto:information@osfi-bsif.gc.ca)

[www.osfi-bsif.gc.ca](http://www.osfi-bsif.gc.ca)

## British Columbia

**Blair Morrison**

Superintendent, Financial Institutions  
BC Financial Services Authority

555 West Hastings Street, Suite 2800  
Vancouver, British Columbia V6B 4N6

Tel: 604-660-3555

Fax: 604-660-3365

Toll-free: 1-866-206-3030

Email: [BCFSA@bcfsa.ca](mailto:BCFSA@bcfsa.ca)

<https://www.bcfsa.ca>

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Email: [tbf.insurance@gov.ab.ca](mailto:tbf.insurance@gov.ab.ca)

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Superintendent of Insurance  
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[www.fcaa.gov.sk.ca](http://www.fcaa.gov.sk.ca)

## Manitoba

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Financial Institutions Regulation Branch  
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Email: [insurance@gov.mb.ca](mailto:insurance@gov.mb.ca)

[www.mbfinaancialinstitutions.ca](http://www.mbfinaancialinstitutions.ca)

## Ontario

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# SUPERINTENDENTS OF INSURANCE



## Québec

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Fax: 514-873-3090

Toll-free: 1-877-525-0337

[www.lautorite.qc.ca](http://www.lautorite.qc.ca)

Place de la Cité, tour Cominar  
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Québec, Québec G1V 5C1

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**Angela Mazerolle**

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[www.fcnb.ca](http://www.fcnb.ca)

## Nova Scotia

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Financial Institutions Division

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## Prince Edward Island

**Robert A. Bradley**

Superintendent of Insurance  
Department of Justice and Public Safety  
Insurance and Real Estate Division

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Charlottetown, Prince Edward Island C1A 7N8

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## Newfoundland and Labrador

**Renee Dyer**

Director of Financial Services Regulation Division  
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Securities and Pre-Paid Funerals  
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# SUPERINTENDENTS OF INSURANCE



## Yukon

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Fax: 867-667-3609

Email: [plra@gov.yk.ca](mailto:plra@gov.yk.ca)

[www.gov.yk.ca](http://www.gov.yk.ca)

## Northwest Territories

**Louise Lavoie**

Superintendent of Insurance

Department of Finance

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Yellowknife, Northwest Territories X1A 2L9

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## Nunavut

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Department of Finance

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P.O. Box 2260

Iqaluit, Nunavut X0A 0H0

Toll-free: 1-800-316-3324

Fax: 867-975-5845

Email: [insurance@gov.nu.ca](mailto:insurance@gov.nu.ca)

[www.gov.nu.ca/finance](http://www.gov.nu.ca/finance)

# INSURANCE-RELATED ORGANIZATIONS



**ADR Institute of Canada, Inc.**

234 Eglinton Avenue East, Suite 407  
Toronto, Ontario M4P 1K5  
Tel: 416-487-4733  
Toll-free: 1-877-475-4353  
Email: admin@adric.ca  
www.adric.ca

**Appraisal Institute of Canada**

200 Catherine Street, Suite 403  
Ottawa, Ontario K2P 2K9  
Tel: 613-234-6533  
Toll-free: 1-888-551-5521  
Email: info@aicanada.ca  
www.aicanada.ca

**Canadian Association of  
Direct Relationship Insurers**

250 Consumers Road, Suite 301  
Toronto, Ontario M2J 4V6  
Tel: 416-773-0101  
Email: cadri@cadri.com  
www.cadri.com

**Canadian Association of  
Financial Institutions in Insurance**

411 Richmond Street East, Suite 200  
Toronto, Ontario M5A 3S5  
Tel: 416-494-9224  
Email: info@cafii.local  
www.cafii.com

**Canadian Association of Fire Investigators**

1370 Don Mills Road, Suite 300  
Toronto, Ontario M3B 3N7  
Email: cafi@cafi.ca  
www.cafi.ca

**Canadian Association of Insurance Women**

www.caiw-acfa.com

**Canadian Association of  
Mutual Insurance Companies**

250 City Centre Avenue, Suite 516  
Ottawa, Ontario K1R 6K7  
Tel: 613-789-6851  
www.camic.ca

**Canadian Board of Marine Underwriters**

2233 Argentia Road, Suite 304  
Mississauga, Ontario L5N 2X7  
Tel: 905-826-4768  
Email: cbmu@cbmu.com  
www.cbmu.com

**Canadian Boiler and  
Machinery Underwriters' Association**

www.cbmua.org

**Canadian Council of Insurance Regulators**

CCIR Secretariat  
5160 Yonge Street, 16th Floor  
Toronto, Ontario M2N 6L9  
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Email: ccir-ccra@fsrao.ca  
www.ccir-ccra.org

**Canadian Fire Safety Association**

2800-14th Avenue, Suite 210  
Markham, Ontario L3R 0E4  
Tel: 416-492-9417  
Email: info@canadianfiresafety.com  
www.canadianfiresafety.com

**Canadian Independent Adjusters' Association**

132 Commerce Park Drive, Suite 308, Unit K  
Barrie, Ontario L4N 0Z7  
Tel: 416-621-6222  
Toll-free: 1-877-255-5589  
Email: info@ciao-adjusters.ca  
www.ciao-adjusters.ca

# INSURANCE-RELATED ORGANIZATIONS



## Canadian Institute of Actuaries

360 Albert Street, Suite 1740  
Ottawa, Ontario K1R 7X7  
Tel: 613-236-8196  
Email: head.office@cia-ica.ca  
www.cia-ica.ca

## Canadian Insurance Accountants Association

250 Consumers Road, Suite 301  
Toronto, Ontario M2J 4V6  
Tel: 416-494-1440, ext. 232  
Email: info@ciaa.org  
www.ciaa.org

## Canadian Insurance Claims Managers Association

Email: info@cicma.ca  
www.cicma.ca

## Canadian Life and Health Insurance Association Inc.

Email: info@clhia.ca  
www.clhia.ca

### Toronto

TD South Tower  
79 Wellington Street West, Suite 2300  
P.O. Box 99  
Toronto, Ontario M5K 1G8  
Tel: 416-777-2221

### Ottawa

World Exchange Plaza  
100 Queen Street, Suite 750  
Ottawa, Ontario K1P 1J9  
Tel: 613-230-0031

### Montréal

1001, boulevard de Maisonneuve ouest, bureau 630  
Montréal, Québec H3A 3C8  
Tel: 514-845-9004

## Centre for Study of Insurance Operations

CSIO Help Desk  
Tel: 416-360-1773  
Toll-free: 1-800-463-2746  
Email: helpdesk@csio.com  
www.csio.com

### Toronto

110 Yonge Street, Suite 500  
Toronto, Ontario M5C 1T4

### Montréal

1155, boulevard Robert-Bourassa, bureau 1305  
Montréal, Québec H3B 3A7

## Facility Association

777 Bay Street, Suite 2400  
P.O. Box 121  
Toronto, Ontario M5G 2C8  
Tel: 416-863-1750  
Toll-free: 1-800-268-9572  
Email: mail@facilityassociation.com  
www.facilityassociation.com

## Fire Underwriters Survey

Email: admin@fireunderwriters.ca  
www.fireunderwriters.ca

## Atlantic Canada

26 Akerley Boulevard, Suite 202  
Dartmouth, Nova Scotia B3B 0K4  
Toll-free: 1-877-634-8564

## Québec

4 Place Laval, bureau 350  
Laval, Québec H7N 5Y3  
Toll-free: 1-800-263-5361

## Ontario

175 Commerce Valley Drive West, Suite 600  
Markham, Ontario L3T 7P6  
Toll-free: 1-800-268-8080

## Western Canada

8333 Eastlake Drive, Suite 101  
Burnaby, British Columbia V5A 4W2  
Toll-free: 1-800-665-5661

# INSURANCE-RELATED ORGANIZATIONS



## **General Insurance OmbudService**

2727 Courtice Road, P.O. Box 98009  
Courtice, Ontario L1E 3A0  
Toll-free: 1-877-225-0446  
www.giocanada.org

## **General Insurance Statistical Agency**

5160 Yonge Street, 16th Floor  
Toronto, Ontario M2N 6L9  
Tel: 416-590-7526  
Email: gisa@fsrao.ca  
www.gisa.ca

## **Groupement des assureurs automobiles**

1981, avenue McGill College, bureau 620  
Montréal, Québec H3A 2Y1  
Tel: 514-288-4321  
Toll-free: 1-877-288-4321  
Email: cinfo@gaa.qc.ca  
www.gaa.qc.ca  
www.infoinsurance.ca

## **Institute for Catastrophic Loss Reduction**

Email: info@iclr.org  
www.iclr.org

### **Toronto**

20 Richmond Street East, Suite 210  
Toronto, Ontario M5C 2R9  
Tel: 416-364-8677

### **London, Ontario**

Boundary Layer Wind Tunnel Laboratory  
Western University  
Amit Chakma Building, Suite 4405  
1151 Richmond Street  
London, Ontario N6A 5B9  
Tel: 519-661-2128

## **Insurance Brokers Association of Canada**

18 King Street East, Suite 1210  
Toronto, Ontario M5C 1C4  
Tel: 416-367-1831  
Email: ibac@ibac.ca  
www.ibac.ca

## **Insurance Institute**

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Toronto, Ontario M5C 1C4  
Tel: 416-362-8586  
Toll-free: 1-866-362-8585  
Email: iicmail@insuranceinstitute.ca  
www.insuranceinstitute.ca

## **Intact Centre on Climate Adaptation**

Faculty of Environment, EV3 4334  
University of Waterloo  
200 University Avenue West  
Waterloo, Ontario N2L 3G1  
Email: Intact.Centre@uwaterloo.ca  
www.intactcentreclimateadaptation.ca

## **Nuclear Insurance Association of Canada**

401 Bay Street, Suite 1600  
Toronto, Ontario M5H 2Y4  
Tel: 416-646-6232  
Email: colleen@niac.biz  
www.niac.biz

## **Ontario Risk and Insurance Management Society**

66 Wellington Street West  
P.O. Box 1021  
Toronto, Ontario M5K 1P2  
Email: info@orims.org  
www.ontariorims.org

## **Property and Casualty Insurance Compensation Corporation**

20 Richmond Street East, Suite 210  
Toronto, Ontario M5C 2R9  
Tel: 416-364-8677  
Email: dhall@pacicc.ca  
www.pacicc.ca

## **Reinsurance Research Council**

c/o Funnel Communications Inc.  
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Toronto, Ontario M5A 1S2  
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Email: mail@rrccanada.org  
www.rrccanada.org



# INSURANCE-RELATED ORGANIZATIONS



## **Surety Association of Canada**

### **Head Office**

6299 Airport Road, Suite 709  
Mississauga, Ontario L4V 1N3  
Tel: 905-677-1353  
Email: [surety@suretycanada.com](mailto:surety@suretycanada.com)  
[www.suretycanada.com](http://www.suretycanada.com)

### **British Columbia**

Tel: 778-995-6585

### **Alberta**

Tel: 403-612-4070

### **Ontario**

Tel: 905-667-1353

### **Québec**

Tel: 514-245-7109

## **Traffic Injury Research Foundation**

171 Nepean Street, Suite 200  
Ottawa, Ontario K2P 0B4  
Tel: 613-238-5235  
Toll-free: 1-877-238-5235  
Email: [tirf@tirf.ca](mailto:tirf@tirf.ca)  
[www.tirf.ca](http://www.tirf.ca)

## **Underwriters Laboratories of Canada**

Email: [cec@ul.com](mailto:cec@ul.com)  
[canada.ul.com](http://canada.ul.com)

### **Edmonton**

1040 Parsons Road SW  
Edmonton, Alberta T6X 0J4  
Toll-free: 1-866-937-6852

### **Montréal area**

6505 Trans-Canada Highway, Suite 330  
St-Laurent, Québec H4T 1S3  
Tel: 514-363-5941

### **Ottawa**

171 Nepean Street, Suite 400  
Ottawa, Ontario K2P 0B4  
Tel: 613-755-2729

### **Toronto**

7 Underwriters Road  
Toronto, Ontario M1R 3A9  
Tel: 416-757-5250  
Toll-free: 1-866-937-3852

### **Vancouver area**

13775 Commerce Parkway, Suite 130  
Richmond, British Columbia V6V 2V4  
Tel: 604-214-9555

## **Women in Insurance Cancer Crusade**

157 Adelaide Street West, Suite 170  
Toronto, Ontario M5H 4E7  
Email: [info@wicc.ca](mailto:info@wicc.ca)  
[www.wicc.ca](http://www.wicc.ca)



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