How to File a Complaint with Barrington Wealth Partners Inc.

Client or Complainant Instructions

Step 1 – Agent
Should you as a client express dissatisfaction with regards to advice received or a product, you are to contact the agent whose name appears on your statements and notices. Should you wish to express dissatisfaction with the services provided by an agent, you may contact the branch manager of the agency listed on your statements and notices. Once an agent /agency receives such complaints from a client, they must advise the MGA of all complaints.

- Consumer Complaints
    - Kim Gray – VP of Operations
    - Kim@bwpartners.com
    - (902)865-1374

- Advisor Conduct Issues
    - Mary Mellin – Compliance Officer
    - Compliance@bwpartners.com
    - (902)865-1374

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 Inc. and we will help resolve the concerns with the client and agent 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.

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