





# INSURANCE ENQUIRY AND COMPLAINT FORM

## INSTRUCTIONS

To submit an inquiry: Please ensure that you have first reviewed the Bulletins, Notices and Consumer FAQs located at <https://www.fin.gov.nt.ca/en/services/licences-taxes-et-droits-assurance/how-apply-nwt-insurance-license>

To submit a complaint concerning an agent, broker, or adjuster: Please include a chronology of events, including verbal discussions and copies of all written communications.

To submit a complaint about your insurance company: Please include a chronology of events, including verbal discussions, copies of all written communications, a copy of your policy and the resolution you are seeking.

The Enquiry & Complaint form and copies of documentation can be submitted by:

Mail to: Superintendent of Insurance  
Box 1320  
Yellowknife, NT X1A 2L9

or

Emailed to: [Superintendent\\_Insurance@gov.nt.ca](mailto:Superintendent_Insurance@gov.nt.ca)

**Please note: While the Superintendent of Insurance has the authority to take disciplinary actions if the Insurance Act is not followed, it is not responsible to settle insurance claims and has no authority to direct a particular action to be taken in settlement of a claim.**