

Complaint process

At Pets Plus Us we strive to provide ‘paws-itively outrageous service’ but we understand that there may be times when you are not happy with our policies or practices. If that happens, we want to hear from you so we can do our best to address your concerns.

If you have a complaint, please follow the steps below:

1. Contact our Customer Success Team by calling 1-833-323-2452 or email us at info@petsplusus.com. Our Customer Success Advisors will work directly with you to resolve your concerns.
2. If your issue remains unresolved, you can escalate your complaint to a Contact Centre Leader. You will be contacted within 72 business hours.
3. If you’ve taken the above steps and your complaint has not yet been resolved, you can contact the office of the Ombudsman at:

Phone: 1-800-268-9680 ext. 4445
Fax: 416-350-4417
Email: ombudsman@nbfc.com
Address: Northbridge Insurance
105 Adelaide Street West, 3rd Floor
Toronto, Ontario
M5H 1P9

If you are still not happy with the way your complaint was resolved, you may contact the appropriate regulatory or industry body:

1. Financial Consumer Agency of Canada (FCAC): An independent regulatory body working to protect Canadian consumers of financial products and services.

Phone: 1-877-225-0446
Web: www.fcac-acfc.gc.ca

2. Autorité des marchés financiers (AMF) : An independent regulatory body working to provide assistance to Quebec consumers of financial products and services.

Phone: 1-877-525-0337
Web: www.lautorite.qc.ca

3. General Insurance OmbudService (GIO): An independent dispute resolution service for Canadian consumers of insurance.

Phone: 1-877-225-0446
Web: www.giocanada.org