

Canadian Bulletin

Ref: AD-26-007

Date 15 July 2026

Recipient Stakeholders writing business in Canada

Subject Updated Direction on communicating Financial Consumer's Agency of Canada's role in Complaint Handling

<i>Purpose:</i>	To inform stakeholders of the FCAC's mandatory wording to be included in insurance policies issued in Canada
<i>Affects:</i>	Stakeholders writing business in Canada
<i>Line of Business:</i>	All
<i>Jurisdiction:</i>	Canada
<i>Effective:</i>	Immediately

What you need to know

FCAC oversees the compliance of Federally Regulated Financial Institutions (FRFIs) with their respective complaint-handling obligations.

FCAC is not mandated to resolve individual disputes or provide compensation to consumers. To resolve a complaint, consumers must file a complaint with their financial institution directly.

The right of financial consumers to access FRFIs' complaint-handling process is fundamental to building trust in the financial system. To ensure consumers receive clear and consistent information, FCAC is requesting that all FRFIs update their online and print material that describes FCAC's role using the required text.

What this means to you

The FCAC expects their mandatory wording to be used going forward for both paper and online communications that are generated for English and French.

The "*Lloyd's Underwriters' Policyholders' Complaint Protocol*" wording has been updated to reflect the change. The wording reference has also been updated from LSW to RDW and the wording can be found on the Lloyd's Wording Repository (LWR).

The updated wording is RDW1542F (English) and RDW1542F-16 (French) and replaces LSW 1542F (English) and LSW1542F-16 which have been withdrawn.

Processes must be updated to ensure RDW1542F or RDW1542F-16 (French) is provided to all policyholders as part of their policy documents by December 31, 2026.

A copy of both the English and French versions are linked below in this bulletin for your reference.

English: [RDW1542F English](#)

French: [RDW1542F-16 French](#)

For any questions, please contact lloydscanada@lloyds.com.

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