



**Wexler Insurance
Agency, Inc.**



**International Jewelers Block &
Fine Arts Insurance Services™**

WEXLER INSURANCE AGENCY, INC / IJB

COMPLAINTS HANDLING POLICY AND PROCEDURE DOCUMENT

PURPOSE:

The purpose of this document is to provide you with details of how our company handles complaints in a fair, consistent and equitable manner, and in accordance with current legislation, regulations, and good corporate governance.

WHAT IS A COMPLAINT:

A complaint is defined as *“a written statement that a situation is unsatisfactory or unacceptable.”*

WHO CAN BE A COMPLAINANT:

Any client or vendor that interacts with our agency may make use of the formal company complaints procedure.

WHAT IS THE COMPLAINTS PROCESS?

The company complaints process has been separated into stages to enable consistent resolution mechanisms, which must be followed in sequence, namely:

1. Notify your licensed insurance agent
 - a. if no resolution within 15 working days ...
2. Notify the Agency Operations Manager
 - a. if no resolution within 10 working days ...
3. Notify the agency Principals
 - a. if no resolution within 5 working days ...
4. Notify the Insurance Commissioner for your State

WHO TO CONTACT:

Your licensed insurance agent (verbally or in writing) to

305 445 5050

complaints@wexlerinsurance.com

Mail or Courier to 1120 Ponce De Leon Boulevard, Coral Gables, FL, 33134

The Agency Operations Manager (in writing)

Greg Sochen

gsochen@wexlerinsurance.com

The Agency Principal representative (in writing)

Gary Wasserman

gwasserman@wexlerinsurance.com

The Insurance Commissioner for your state

<https://eapps.naic.org/cis/fileComplaintMap.do>