

Teams



Personal Insurance Underwriting Team

At RSA, you have a dedicated Personal Insurance underwriting team to service your business. Here's how you reach them:

RSA Personal Lines, Atlantic Team

1 866 832 1386
underwriting.atlantic@rsagroup.ca

Junior Underwriting Team

csc_process@rsagroup.ca

Team Leaders

Jane Antao

Team Leader, RSA Atlantic Underwriting
905 412 1671
jane.antao@rsagroup.ca

Dawn Carson

Team Leader, Junior Underwriting
905 412 1644
dawn.carson@rsagroup.ca

Wendy Garrafa

Team Leader, WebBusiness Support
905 412 1699
wendy.garrafa@rsagroup.ca

National Underwriting Operations Leadership Team

Our leadership team is here to support you should you wish to escalate any issues.

Deidre Buntic

Director, National Underwriting Operations
deidre.buntic@rsagroup.ca

Shari Douglas

Vice President, National Underwriting Operations
shari.douglas@rsagroup.ca

RSA Claims Point™



Your Online Claims Portal

You and your clients can now submit claims through [RSA Claims Point™](#), our new online portal. With a clean interface, simple navigation and straightforward questions, RSA Claims Point™ makes the claims process a cinch. Here are just a few of the benefits:

- Anytime, anywhere access on most current devices
- Pre-loaded policy information, including insureds' addresses and contact information

- Ability to upload supporting documents for each claim, such as photos of damage or written statements
- Claim number assigned immediately

There's much more to discover about RSA Claims Point™. To start using it, log in to BRAVO, click the RSA Claims Point™ link and you'll be taken to the portal.

Other Claims Inquiries

You can also access our 24-hour claims line 365 days a year. All claims are managed by our dedicated team of internal experts.

RSA Claims

1 800 319 9993
rsa_newclaims@rsagroup.ca

Windshield Claims

1 888 875 3636

More Resources



Broker Support

Need technical support or help finding information? Our Broker Connect and web tools support teams are here to quickly handle a wide variety of your account requests.

Broker Connect

Services include specialized business reports, BRAVO portal management (broker self-admin setup and support), registration and updates for marketing communication subscriptions, assistance finding the right contact or group mailbox, and basic product information and support: brokerconnect@rsagroup.ca

WebBusiness Support

1 866 772 9322

Service Desk

For technical systems issues and password resets:

1 877 956 5651

servicedesk@rsagroup.ca

Note: For access to BRAVO and WebBusiness, visit your in-house broker administrator.

AIR MILES®

Customers can register their policy to get 1 AIR MILES Reward Mile for every \$20 they spend on premiums for many Personal and Commercial Insurance policies.

AIR MILES Registration

rsagroup.ca/airmiles

Registration Technical Support

1 888 877 1710

RSA Billing

1 800 366 0646

nationalbillingteam@rsagroup.ca

Online Customer Payments

rsabroker.ca

Important: We do not accept payments at our office locations or via email. For your convenience, payments can be made online.

Office Location

137 Venture Run, Suite 300

Dartmouth, NS B3B 0L9

Local: 902 493 1500

TF: 1 800 565 7651

Providing Feedback

Do you have a suggestion of how we can improve our service?
Is there something you'd like to see more of? We want to hear from you.

PI_feedback@rsagroup.ca

