

Teams



Personal Insurance Underwriting Team

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

CNS Underwriting Team

1 866 755 2621
retailpacific_uw@cns.ca

CNS Junior Underwriting Team

1 866 755 2621
info_personal_lines@cns.ca

CNS Program Junior Underwriting Team

1 866 755 2621
program@cns.ca

Pacific Underwriting Operations Leadership Team

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

Kelly Krakonchuk

Director, Underwriting Operations,
Pacific Region
778 372 6150
kelly.krakonchuk@cns.ca

Shari Douglas

Vice President, National Underwriting
Operations
905 412 1106
shari.douglas@rsagroup.ca

Team Leaders

Michael Wong

Team Leader, Underwriting
778 372 6117
michael.wong@cns.ca

Wesley Mark

Team Leader, Program
Junior Underwriting
778 372 6243
wmark@cns.ca

Allison Gandy

Team Leader, Junior
Underwriting & WebBusiness
778 372 6138
allison.gandy@rsagroup.ca

Claims Point™



Your Online Claims Portal

You and your clients can now submit claims through Claims Point™, our new online portal. With a clean interface, simple navigation and straightforward questions, 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 Claims Point™. To start using it, log in to BRAVO, click the 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.

CNS Claims

TF: 1 888 267 6766
info_claims@cns.ca

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

1 877 538 7558

CNS Billing

1 800 366 0646

nationalbillingteam@rsagroup.ca

Online Customer Payments

cnsbroker.ca

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

CNS Vancouver Office

555 W Hastings St., Suite 1900

Vancouver, BC V6B 4N6

Local: 604 662 2900

TF: 1 800 663 1953

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

