

## 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, GTA Team

TF: 1 844 249 3537  
Local: 289 373 1057  
[underwriting.gta@rsagroup.ca](mailto:underwriting.gta@rsagroup.ca)

#### RSA Personal Lines, Ontario Team

TF: 1 844 249 3542  
Local: 289 373 1062  
[underwriting.on@rsagroup.ca](mailto:underwriting.on@rsagroup.ca)

#### Junior Underwriting Team

[csc\\_process@rsagroup.ca](mailto:csc_process@rsagroup.ca)

### Team Leaders

#### Keum Han

Team Leader, RSA Ontario Underwriting  
905 412 1219  
[keum.han@rsagroup.ca](mailto:keum.han@rsagroup.ca)

#### Dawn Carson

Team Leader, Junior Underwriting  
905 412 1644  
[dawn.carson@rsagroup.ca](mailto:dawn.carson@rsagroup.ca)

#### Wendy Garrafa

Team Leader, WebBusiness Support  
905 412 1699  
[wendy.garrafa@rsagroup.ca](mailto:wendy.garrafa@rsagroup.ca)

### National Underwriting Operations Leadership Team

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

#### Shari Douglas

Vice President, National Underwriting Operations  
905 412 1106  
[shari.douglas@rsagroup.ca](mailto:shari.douglas@rsagroup.ca)

#### Deidre Buntic

Director, National Underwriting Operations  
905 412 1640  
[deidre.buntic@rsagroup.ca](mailto:deidre.buntic@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](mailto: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](mailto: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](mailto: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](http://rsagroup.ca/airmiles)

#### Registration Technical Support

1 888 877 1710

### RSA Billing

1 800 366 0646

[nationalbillingteam@rsagroup.ca](mailto:nationalbillingteam@rsagroup.ca)

### Online Customer Payments

[rsabroker.ca](http://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

2 Prologis Boulevard, Suite 100

Mississauga, ON L5W 0G8

Local: 905 403 2333

TF: 1 800 263 9280

#### 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](mailto:PI_feedback@rsagroup.ca)

