



Quick Reference Guide: Western Assurance



Teams

Personal Insurance Underwriting Team

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

WA Personal Lines Team

TF: 1 844 249 3555

Local: 289 373 1064

underwriting.wa@westernassurance.ca

Junior Underwriting Team

csc_process@rsagroup.ca

Team Leaders

Jennifer Johnson

Team Leader, WA Underwriting

905 412 1655

jennifer.johnson@rsagroup.ca

Yolanda Dera

Team Leader, Junior Underwriting

905 412 1590

yolanda.dera@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.

Patricia Allenby

Director, National Underwriting

Operations

patricia.allenby@rsagroup.ca

Deidre Buntic

Vice President, National Underwriting

Operations

deidre.buntic@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.

WA 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

1 866 924 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

WA Billing

1 800 366 0646

nationalbillingteam@rsagroup.ca

Online Customer Payments

on-wa.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

