

Who We Are:

Over the years our staff has changed, and the methods you can use to communicate with us have also changed. We have updated our contact information below so that you can easily reach us by the method you choose. This form should be kept in your Insurance file for easy reference (you do have an Insurance file, don't you?)

Below is a list of our staff who have been licensed to handle your inquiries or provide you with new or updated coverage. Licensing is overseen by RIBO (Registered Insurance Brokers of Ontario) and all brokers are required to undertake significant and continuing education in order to qualify for and maintain their licence. Any one of our brokers can handle your inquiries, however, some of us have more extensive knowledge in certain areas. These areas of specialization are noted below where applicable:

<u>Name:</u>	<u>Extn:</u>	<u>E-mail Address:</u>	<u>Qualifications:</u>
Michael Stuart	225	mstuart@rogers.com	Licensed since 1992, handling administrative duties and Personal/Commercial Insurance.
Alan Fennell	224	afennell@rogers.com	Licensed since 1981, handling Personal/Commercial Insurance
Romani Bays	229	rbays@rogers.com	Licensed since 1999, handling Personal Insurance
Pat Stuart	222	patstuart@rogers.com	Licensed since 1987, handling Personal Insurance
Lauren Bays	227	lbays@rogers.com	Licensed since 2008, handling Personal Insurance

All of our brokers have voice mail, however we do not insist that you use it. Unless we are very busy we will always answer the phone personally. If you prefer to call directly to one of our extensions, you can dial 905-470-2732 and dial the extension number as soon as our automated system picks up. We leave that choice to our customers.

Finally, while we encourage the use of e-mail and voice mail, we must stress that coverage cannot be bound using these methods. In other words, you cannot leave us a message asking for coverage to be added changed or adjusted in any way and then assume that it has been done. Changes must be discussed directly with and confirmed directly by one of our licensed brokers. Please always try to give us as much notice as possible of any changes you may require.

Note: Prepared by Grant, Jones & Stuart Insurance as a service to their clients on September 15, 2009.