



## WELCOME!

Congratulations on your acceptance for home warranty coverage with Travelers Insurance Company of Canada. We value our partnership with you very much. As a Travelers Canada builder, you can take tremendous pride in your association with the **warranty provider of choice** for the **best builders and developers** in Western Canada. The foundation of Travelers Canada's success lies in our long-term commitment, strong underwriting, unsurpassed technical support and exceptional service.

### LONG-TERM COMMITMENT

- Travelers Canada is a multi-line *insurance company*.
- We offer a variety of products, not just home warranty coverage.
- We take a *long-term* approach to all of our products.
- We are a leading provider of surety products for the construction industry in Canada.
- We are a market leader in contract surety both internationally and in Canada and we are one of the largest providers of construction insurance in the United States.
- We are an active member of professional associations: CHBA and UDI.
- We are approved for high ratio mortgage insurance (CMHC and Genworth)

### STRONG UNDERWRITING

- We only accept professional builders & developers who are committed to the industry.
- We assess every applicant on his or her own individual merits.
- Our premiums are *confidential and unique* to each applicant and their specific product.
- We underwrite and service the business throughout Western Canada with local offices in Vancouver and Calgary.
- Our construction expertise enables us to properly assess the risk.

### UNSURPASSED TECHNICAL SUPPORT

- Our *experienced technical staff* help manage construction risk by providing unsurpassed technical support to our builders, developers and their consultants. We take a team approach.
- We provide **free** technical reference materials that are valuable to our builders. (e.g. New Home Maintenance Manual, Technical Tips, Technical Bulletins with construction details – See Section 6 of this binder.)
- We have qualified technical staff capable of assessing homeowner complaints and qualifying new home defects as defined by Act and Regulations specific to the province you do business in.



## **EXCEPTIONAL SERVICE**

Travelers Canada's full-time Warranty Team consists of over 35 staff who:

- Provide exceptional service to builders and their homeowners.
  - Are extremely knowledgeable in home warranty coverage.
  - Have established a reputation of "going the extra mile".
  - Will work with you to build a long-term relationship.
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- We fully intend to develop our market share through continued innovation, strong underwriting, unsurpassed technical support, and exceptional service. To further demonstrate our support of the industry, we maintain membership with all of the professional construction associations.
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- We are focused on meeting and exceeding your expectations. We value your support and will do our utmost to ensure we continue to earn it. Please feel free to contact us should you have questions, require assistance or wish to provide constructive feedback on how we can better serve you: Toll free: 1-800-555-9431. **Thank you for your business.**

***It's better under the umbrella!***<sup>TM</sup>

**Travelers Canada:**

Toll Free: 1-800-555-9431

Toll Free Fax: 1-877-762-7922

**B.C. Head Office:**

Suite 2500 – 650 West Georgia St.  
Vancouver, BC  
V6B 4N7

**Alberta – Saskatchewan Head Office**

Suite 2700, 530 – 8<sup>th</sup> Ave. S.W.  
Calgary, AB  
T2P 3S8



**TRAVELERS INSURANCE COMPANY OF CANADA**  
**Your Home Warranty Insurer**

Travelers Insurance Company of Canada is a market leader in contract surety both internationally and in Canada and is one of the largest providers of construction insurance in the United States.

Travelers Canada offers several insurance and bond products geared to the home building industry, not just home warranty. We take a long-term approach to all of our products. Travelers Canada has offices in Vancouver, Calgary, Montreal and Toronto.

Utilizing the experience and knowledge of a dedicated group of underwriters and field staff in all our local offices, we focus on the risk evaluation process while working to develop and maintain strong relationships with the building community. ***Travelers Canada is fully committed to the home warranty business long-term.***

**TRAVELERS CANADA'S PROFESSIONAL WARRANTY TEAM**

**UNDERWRITING TEAM**

Kerry K. Nagy	VP, Underwriting	604-696-8550
Taina Phelan	National Manager – Residential Surety	604-696-8554
Ingo Viehweger	Regional Manager – Alberta Region	403-513-9355
Rosalind Nair	Senior Underwriter & Team Leader	604-696-8566
Alison Pope	Senior Underwriter - B.C. Region	604-696-8552
Tracy Nelson	Senior Underwriter – Alberta Region	403-513-9358
John McMahon	Senior Underwriter – Alberta Region	403-539-5593
Shannon De Vries	Senior Underwriter	604-691-1127
Dean Steiss	Underwriter	604-696-8543
Casey Kanhai	Senior Underwriting Assistant	604-696-8546
Megan McCann	Underwriting Assistant	604-691-1187

**HOUSING REGISTRATION TEAM**

Haylee Bowling	Housing Registrations Assistant	604-696-8508
Jennifer Chand	Housing Registrations Assistant	604-696-8559
Margaret Cho	Housing Registrations Assistant	604-696-8555

**EQUITY EDGE/DEPOSIT PROTECTION INSURANCE**

Kerry K. Nagy	AVP, Underwriting	604-696-8550
Taina Phelan	National Manager – Residential Surety, Equity Edge/Deposit Bond	604-696-8554

**CLAIMS**

Sheelagh Neuwirth	Unit Manager, Claims	604-696-8514
Mike Knoll	Senior Claims Professional	604-696-8553
Cornel Peana	Claims Counsel	604-696-8548
Keoni Norgren	Claims Counsel	604-696-8516
Robert Pol	Claims Professional – B.C. Region	604-696-8547
Steve Tailby	Claims Professional – B.C. Region	604-696-8528
Ferdinand Gonzales	Claims Professional – B.C. Region	604-696-8526
Brian Hall	Claims Professional – B.C. Region	604-696-8589
Cheri Gallelo	Senior Claim Analyst – B.C / Alberta Region	604-696-8542
Karen Mason	Claims Professional – B.C. Region	250-674-3353
Alexis Castruita Castellanos	Claims Professional – B.C. Region	604-696-8570
Jack Kavanagh	Claims Professional – B.C. Region	604-696-8530

## **TECHNICAL TEAM**

Jan Rasilainen	AVP, Technical Services	604-696-8549
Don Munich	Senior Technical Representative & Team Leader	604-696-8545
Joe Mis	Senior Technical Representative – Alberta Region	780-670-6236
Darren Price	Senior Technical Representative – Alberta Region	403-231-6605
Joe Lafleche	Senior Technical Representative (BC Interior North & Kootenays)	250-542-8086
John Peters	Senior Technical Representative (Vancouver Island/North)	236-888-5267
D’Arcy Allen	Senior Technical Representative (BC Interior South)	778-754-4967
Scott Mackenzie	Senior Technical Representative – Alberta Region	780-497-6210
Devin Pickles	Senior Technical Representative (Lower Mainland)	604-696-8517
Brendan Bobby	Senior Technical Representative (Vancouver Island South)	236-888-5267
Kevin So	Senior Technical Representative (Lower Mainland)	604-696-8500
Erin Bowling	Technical Assistant	604-696-8520