

REFERENCE SHEET

List of departments supporting brokers

YOUR SITUATION



- ✓ I have a question about a Desjardins practice or policy (Options 9-1-2-4-2)
- ✓ I would like to get a status update on a file
- ✓ I would like to get some information about your rate sheet
- ✓ I would like to prioritize/cancel a file
- ✓ I don't understand why my file has been rejected/cancelled
- ✓ I would like to answer the underwriter's questions concerning my file
- ✓ I would like to communicate additional information to the underwriter about my file
- ✓ I would like an explanation about a decision made by the underwriter

YOUR SITUATION



- ✓ I need to send documents to my underwriter

YOUR SITUATION



- ✓ I need to address a situation concerning an underwriter or a caisse branch
- ✓ I would like to discuss a specific situation in my file
- ✓ I am being asked to get an approval for an exception or I've been referred to a BDM

Broker support



514-284-2433

855-688-2433

Options 9-1-2-4-1-1



broker.info@desjardins.com

Monday to Friday 8:30am - 5:00pm EST



Documentation



broker.team@desjardins.com



Account Manager (BDM)



bdbrokers@desjardins.com

