

What's New

- Broker communications
- The Bridge
- Media
- Connect with Silvy
- Wayne's World
- Innovation Station
- Western Express
- Ontario Mini-Bridge
- Fairfax newsletter

Congratulations to Jannel Sandstra – 2014 Underwriter of the Year!

It's great when employees who deliver an exceptional customer experience are recognized by Northbridge, and it's even better when they're recognized by Northbridge and our business partners. This recently happened to Jannel Sandstra – winner of the 2014 Canadian Broker Network Underwriter of the Year award, selected by one of our broker partners, Rogers Insurance.



Every year, each member of the Canadian Broker Network (CBN), an independent group of brokers across Canada, is asked to vote for their own Underwriter of the Year. For 2014, Rogers Insurance selected Jannel to receive this honor, thanks to the outstanding work she's done for them.

Consistently delivering an exceptional customer experience

Jannel has been with Northbridge for 15 months and she's already handling several large accounts. Many accounts are for Rogers Insurance – one of Canada's largest and most respected independent insurance brokerages and one of Northbridge Insurance's most loyal customers.

In her short amount of time here at Northbridge, Jannel has already built some great relationships with our broker partners. A co-worker who attests to this is Troy Wiebe, Western Canada Director, Construction & Contracting. He had this to say:

"Jannel has been with Northbridge a little over a year now and for most of that time she has been tasked with handling new business for some of the Western region's largest brokers—Rogers being one of them," said Troy. "Rogers is a demanding and extremely active broker—they bring us a lot of business and have come to expect outstanding service. From the outset, Jannel has been able to provide that for them."

Troy continued, "She has connected well with both the Marketing department at Rogers as well as a number of their large producers. She even took time out of her recent vacation to stop by the Rogers' office in Calgary to say hi!"

What's next?

Jannel is looking forward to learning more about Northbridge and working more with key accounts, such as Rogers, especially on the business aspects. In the meantime, she'll receive a plaque to commemorate her achievement and will be pictured in the September issue of the Canadian Underwriter Magazine, so be sure to have a look.

Congratulations, Jannel, for delivering an exceptional customer experience to your customers and colleagues—and for receiving the CBN Underwriter of the Year award!