

Contacts List

for partners

Individual life insurance and Investment & Retirement

my
universe

General Phone: **1 800 567-0988**

Technical support or to get an

access code: **1 888 450-1315**

ind.advisor@uvinsurance.ca

www.uvinsurance.ca/myuniverse

Vice President, Business Development and Marketing



Guillaume Fauteux

Ext. 2264

514 284-0055

gfauteux@uvinsurance.ca

Directors, Business Development



Nadia Boissonneault

Central and Eastern Quebec
and the Atlantic provinces

Ext. 2352

819 691-6560

nboissonneault@uvinsurance.ca



Chantal Marquis

Montréal, Laurentides,
Ontario and Western Canada

Ext. 2379

514 292-6962

cmarquis@uvinsurance.ca



Simon Gélinas

Montréal, Estrie and
Southwestern Quebec
and Eastern Ontario

Ext. 2363

514 237-5160

sgelinas@uvinsurance.ca

Customer Service

Ext. 2063

ind.client@uvinsurance.ca

- ▶ Change of address
- ▶ Change of payment method
- ▶ General information

Contract Management and Modification

Ext. 2084

ind.contractadministration@uvinsurance.ca

- ▶ Modifications **after** the contract is in force
- ▶ Change of volume
- ▶ Change from smoker to non-smoker
- ▶ Surrenders, policy loans

Investment & Retirement

Ext. 2082

ir.investment@uvinsurance.ca

- ▶ GIC
- ▶ RRSP, RRIF, TFSA, etc.
- ▶ Mercury Segregated Funds

New Business

Ext. 2087

ind.newbusiness@uvinsurance.ca

- ▶ Modifications **before** the contract is in force
- ▶ New applications
- ▶ Underwriting questions
- ▶ Settling documents

Claims

Ext. 2089

ind.disability@uvinsurance.ca

- ▶ Critical illness
- ▶ Disability, fracture and injury
- ▶ Loss of employment

Ext. 2089

ind.deathclaim@uvinsurance.ca

- ▶ Life insurance

Advisor Services

Ext. 2064

ind.advisor@uvinsurance.ca

- ▶ Reinstatement of contracts
- ▶ Advisor access issues
- ▶ General information

Advisor's Information, Commission and Remuneration

Ext. 2064

ind.advisorlicense@uvinsurance.ca

- ▶ Change of bank account
- ▶ Change of contact information
- ▶ Advisor's licence
- ▶ Contract documents
- ▶ Request to change advisor
- ▶ Transfer of clients or general agent

UV Direct Account

Ext. 2073

ind.advisor@uvinsurance.ca

- ▶ UV Direct Saving

Online forms

(claims, modifications, questionnaires, etc.)

[Consult our forms](#)

Advisor access services

- ▶ New Business status and requirements
- ▶ In force client files (description, protection, summary)
- ▶ Remuneration and account statements
- ▶ Qualification follow-up for ongoing promotions

[Consult Resources for advisors](#)