

Back to work with retraining

Customer Care Centre

For advisor use only.

RBC Insurance® Customer Care Centre adheres to a well-defined philosophy to guide its daily activities. An important component of its philosophy centres on the thorough, fair and objective evaluation of claims. The Customer Care Centre commits significant resources to ensure the effectiveness of its claim evaluation process.

Ted, a 36 year-old mover for a large moving company, had to face the fact that his back problem, originally caused by an old hockey injury, was precluding him from ever working in this field again. Realizing that he would have to look at other career options, Ted discussed his situation with one of the Customer Care Centre's Rehabilitation Consultants.

A rehabilitation plan was developed, which included aptitude and vocational testing and consideration for Ted's permanent physical restrictions and limitations. A new career in the financial services sector was identified and supported by Ted's level of education and previous work experience.

A work skills enhancement program was implemented, which included accredited courses in financial planning and ultimately resulted in the licensing of Ted as a Financial Advisor.

For more information, please contact your RBC Insurance Sales Consultant or call 1-866-235-4332 or visit us online at www.rbcinsurance.com/salesresourcecentre

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