

TO: All Agents and Brokers (ALL CANADA)

BULLETIN NO.: ALL.AGCY 2026-03

DATE: August 25, 2026

SUBJECT: New Video Guide: Where to Direct Facility Association and Nordic Inquiries

Facility Association is pleased to share a new video guide designed to help Agents and Brokers quickly identify where to direct inquiries involving Facility Association and Nordic Insurance Company of Canada (“Nordic”).

This short resource explains the respective roles of Facility Association and Nordic, highlights common inquiry types, and provides guidance to support faster, more accurate routing from the start.

In this video, users will learn:

- How to distinguish between Facility Association and Nordic responsibilities.
- Where to direct common inquiries.
- How to reduce delays caused by misdirected requests.
- How to access the Nordic Broker Portal.

Visit the Training and Development page on the Facility Association website to [watch the video](#).

Agents and Brokers are encouraged to view the video and share it with team members who manage Facility Association or Nordic-related inquiries.

This new resource supports clearer communication, more efficient service, and a better experience for industry partners and consumers.