

BRIGITTE KENT



Brigitte Kent is the General Manager for the Ombudservice for Life & Health Insurance, responsible for operations in both its Montreal and Toronto offices. She has more than 14 years experience in disability claims management, complaint resolution and call centre operations, as well as human resource and extensive personnel management experience.

Brigitte first started managing disability claims, including work related incidents and employee life insurance claims, with the Bank of Montreal. Subsequently, she joined Canadian Benefits Management Ltd. and Seiden Health Management where she was responsible for managing their Short Term Disability Third Party Administration operations. Immediately prior to joining OLHI in January 2011, Brigitte was responsible for managing the National Call Centre and Claims Negotiations teams of the Yellow Pages Group.