



AUTO EXPRESS

PERSONAL VEHICLE CLAIMS

rsabroker.ca



Put your auto claims in the express lane for quick service that gets your clients back on the road.

We've developed a new program to fast-track simple, straightforward auto claims by streamlining the process. RSA's Auto Express quickly resolves personal auto claims by reducing the need for follow-up information or status updates.

How does Auto Express work? After a claim is submitted, our adjusters determine whether the claim qualifies for Auto Express. Once it's approved, your clients must accept the services at one of our four trusted repair facilities available throughout Canada: CARSTAR, Assured, CSN Collision Centres and Fix Auto.

For more information, visit rsabroker.ca/claims.

OUR CLAIMS COMMITMENT

RSA's skilled team of claims professionals delivers our claims promise by keeping things moving at all times. Knowing what's at stake for clients from both a financial and emotional standpoint ensures consistent service that exceeds our customers' expectations. Our exceptional claims service is one of the key reasons for choosing RSA for your clients.

HOW AUTO EXPRESS WORKS

Your client can report a claim by calling **1 800 319 9993**. You and your client can also submit the claim via conference call to ensure you are both engaged in the process.

Once your customer's claim qualifies for Auto Express settlement, one of our trusted repair facilities will:

- Complete an estimate, perform repairs and arrange for a rental vehicle (if your client has appropriate rental coverage)
- Provide regular status updates to your client throughout the duration of the repair process for repairs, deductibles, rental vehicle and payments
- Contact your client 48 hours before the repairs are completed to assure them that their repairs are on track

FOR CLAIMS THAT DON'T QUALIFY FOR AUTO EXPRESS

We've also enhanced our back-end adjudication office to provide a more personal approach to highly technical and complex claims that require regular touch points. The office comprises a team of dedicated adjusters who will be available to both you and your clients, devoting one-on-one time to explain the claims process and provide regular status updates.

The back-end adjudication office also includes a dedicated commercial and technical team that will handle all Commercial Insurance claims and any complex Personal Insurance claims. This team will work closely with our claims relationship managers and our brokers to cater to you and your clients' unique requirements.

OUR HASSLE-FREE CLAIMS® GUARANTEE

We aim to settle every claim fairly and quickly so clients can get back on track with as little distress as possible. We guarantee that if we don't return a call on a new claim within six business hours, we will pay your client \$500.*

Have an accident or claim?

We're here to help 24 hours a day, 7 days a week.

* \$500 Claims Guarantee does not apply on risk-managed programs, control-adjusted programs or national accounts. © 2018 Royal & Sun Alliance Insurance Company of Canada. All rights reserved. RSA, RSA & Design, Hassle-Free Claims and related words and logos are trademarks and the property of RSA Insurance Group plc. Licensed for use by Royal & Sun Alliance Insurance Company of Canada. RSA is a trade name of Royal & Sun Alliance Insurance Company of Canada. The information in this brochure is intended for promotional purposes only. It contains some information about coverages and services offered by RSA, but does not list all the conditions and exclusions which apply to described coverages and services. The actual wording of the policy and the local law govern all situations.