



CLAIMS SERVICE

GLOBAL SPECIALTY LINES

RSA Canada's team for large commercial clients that adhere to a risk-managed approach to their business

rsabroker.ca

THE RSA ADVANTAGE

Relationship-driven. Experienced. The RSA Advantage represents how, together, we win.

- In partnership with brokers and clients, RSA creates customized, responsive claims programs that address specific needs, emphasizing long-term relationship management
- The seasoned experts on our claims team provide 24/7 claims reporting, promptness and timely settlements
- Our claims relationship managers assist with handling client inquiries and challenges, support new business opportunities and renewals, and provide accredited training
- Our claims team has experience handling large and complex claims in all specialty lines
- We are committed to sharing industry claims trends and insights to foster business success
- Our extensive global network includes experienced claims handlers who coordinate multinational claims-servicing requirements promptly and efficiently

At RSA, we have the flexibility to tailor a comprehensive and adaptive claims management plan to meet your needs.

You're in good hands with RSA's claims team

At RSA, we recognize that every large commercial and multinational operation has unique, specialized requirements for claims management. That's why we tailor our claims service for each large commercial client we serve.

We excel at the tripartite relationship between insurer, broker and customer, and we embed this philosophy into all our claims management practices. For each large account, we assemble our best people from both the frontlines and senior leadership teams dedicated to our partnerships with brokers and clients.

Our objective is to deliver claims service of the highest quality, reinforced by claims relationship managers and our technical expertise. Our claims team and specialists are regularly exposed to large and complex claims, which ensures that we have the right technical expertise on every claim.

Operationally, we have embedded a robust and efficient process for handling claims, and we completely own and control the claims process from start to finish.

RESPONSE READY

In the event of a large loss, RSA is ready to act immediately to support our business partners in minimizing the loss's impacts and navigating its complexities.

Through our dedicated team of experts, we are ready to handle large losses immediately with on-the-ground support. Our goal is to save clients time and money by getting their businesses up and running as quickly as possible—a goal that fuels our drive to seek creative solutions that minimize the effects of a loss.

RSA Canada maintains an A rating from Standard & Poor's, the world's leading provider of credit ratings, and is supported by the financial strength and stability of RSA Insurance Group plc.

KEY SERVICE COMMITMENTS

In Global Specialty Lines, we know that clients seek a customized approach to help meet their industry and business demands. Based on the needs of the client, we can:

- Offer a single dedicated claims contact
- Collaborate on all aspects of the claims process
- Develop a schedule and approach to discuss claims, and adapt as necessary
- Be flexible and adaptable when working with clients on claims
- Offer RSA's technical capabilities wherever they are needed

FEATURES AND BENEFITS

- Carefully selected external loss adjusters, legal firms and industry experts
- An extensive network for pre-approved vendors and restoration partners
- Ability and authority to handle large claims in Canada
- Proven track record for responsiveness to large scale CAT events
- Extensive experience in client service, accident investigation, claims settlement and negotiation
- Multinational claims-servicing requirements are coordinated through an extensive global network of experienced claims handlers.

HOW TO REPORT A CLAIM

Claims phone line

English: 1 800 319 9993

French: 1 800 873 2424

Claims email

English: rsa_newclaims@rsagroup.ca

French: nouvelle.reclamation.courtier@rsagroup.ca

Claims fax

1 800 450 9585

For more information, visit rsabroker.ca/claims.