



RSA CLAIMS SERVICE

rsabroker.ca/claims



At RSA, our Personal Insurance team of claims representatives has a wealth of industry experience to serve both you and your clients efficiently and effectively. As part of our claims proposition, your clients have access to a wide range of services that can be tailored to their unique situation.

REPORTING A CLAIM

To report claims at any time, your clients can call **1 800 319 9993**, fax **1 800 450 9585** or email rsa_newclaims@rsagroup.ca.

OUR CLAIMS SERVICE OFFERING

HASSLE-FREE CLAIMS® SERVICE

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

AUTO LIFETIME REPAIR GUARANTEE

We ensure that repairs made to your clients' personal vehicles are made to the highest standard. If for any reason your client is not fully satisfied with the workmanship, we will ensure the repair is corrected.†

RSA CARE

RSA Care provides emotional first aid when your clients experience an injury or loss of property. Professional counsellors can tell your clients what to expect emotionally after such an event, give them resources to relieve stress and guide them through challenging times.

PROPERTY EXPRESS

Claims on personal property valued at under \$25,000 can qualify for our Property Express service, which focuses on taking the hassle out of the claims process for you and your clients.

AUTO EXPRESS

Our claims team can connect your clients to our trusted repair facilities for straightforward personal auto claims, providing a quick and seamless claims experience.

To learn more about our claims service, visit rsabroker.ca/claims.

* 500 Claims Guarantee does not apply on risk-managed programs, control-adjusted programs or national accounts.

† The guarantee on a repair remains in effect for as long as the vehicle is owned, provided your client remains insured with RSA.

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