PRIVATE CLIENT **INSURANCE CLAIMS**

For clients who expect the best, RSA's Private Client Insurance offers more—ensuring complete satisfaction by protecting the lifestyle that clients cherish.

PRIVATE CLIENT INSURANCE

Private Client Insurance is a one-stop, customized coverage solution for clients who are looking for more than just an insurance policy, designed to protect and address the unique needs of a high-wealth client's lifestyle. To support these clients, we have created a dedicated team of underwriting, claims and appraisal experts with an in-depth understanding of high-value assets and the needs of high-wealth clients.

DEDICATED, EXPERIENCED CLAIMS TEAM

- Expert claims talent—experienced in handling high-wealth Private Client and broker partner needs
- Fast, live and dedicated 24/7 claims reporting
- Fast-tracked, straightforward property claims for one-call resolution

- Cash settlement option available for building total losses at replacement cost; partial losses for rebuilding/upgrades
- Cash settlement option available for scheduled and non-scheduled jewellery articles
- Carefully selected independent adjusters and contractors
- Proven Hassle-Free Claims® guarantee and commitment—no exceptions
- Best practices and claims guidelines carefully written to address the needs of high-wealth Private Clients and brokers
- Proven catastrophe (CAT) claims handling
- Valet claims service for auto physical damage losses to remove the hassle—we'll pick up and drop off the client's vehicle!
- Ability to adjust a claim through an insured's designate (e.g., CEO designates their executive assistant)
- Police reports/statements only on files requiring a detailed investigation (e.g., fraud)
- Cash settlement of scheduled or sub-limit items if wanted
- Building total/partial loss "cash settlement" option at RC; if client wants RSA involved in rebuild, we will remain involved

NEW FEATURES FOR PRIVATE CLIENT CLAIMS SERVICE

- Cashing out is available if insured client is not going to rebuild or wants to "upgrade" on partial loss
- Joint auto/property claims handled by a single RSA Private Client claims examiner (not split between two teams)
- More claims discussion with broker partner; claims relationship manager available to meet with Private Client brokers
- If file is still open after 45 days, update (email/call) provided by Private Client claims team
- Follow-up phone call or email from RSA Private Client claims team after closure

TO REPORT A CLAIM:

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