

CLAIMS SERVICE

BRILLIANT SERVICE IS OUR PROMISE. IT GUIDES THE WAY RSA CONDUCTS OUR CLAIMS SERVICE.



FAST, SIMPLE, CONSISTENT—OUR COMMITMENT TO YOU

With easy access for you and your clients, we have a team of national and regional claims examiners with specific industry experience in regional offices located strategically across Canada. Our objectives are to deliver the highest-quality claims service with technical expertise and provide innovative customer and broker solutions to differentiate RSA as the insurer of choice in the Canadian marketplace.



OUR ADVANTAGE

- Regional claims centres and specialists countrywide to ensure we apply the right focus and skills to every claim
- A streamlined approach to straightforward claims with our "fast-track" processes
- Claims specialists to provide additional expertise and assistance on national, large and complex claims
- Carefully selected external loss adjusters, legal firms and experts who have the skills to investigate large and complex claims
- The ability to create tailored claims service propositions for our brokers and key clients, on a regional or national basis
- Claims relationship managers that can act as a resource for key accounts and brokers
- We have a proven track record of responding quickly to large-scale nature disasters or catastrophes, and we are there to help your clients when they need us during these devastating events

RSA CARE FOR COMMERCIAL CLIENTS

Our dedicated claims partner provides emotional support when your clients experience a loss or injury.

Professional counsellors can tell your clients what to expect after a claim or loss has occurred, give them resources to help relieve their stress and help guide them through this challenging time. This service is available for any client of RSA when they have suffered a loss or claim.

HAVE AN ACCIDENT OR CLAIM?

We're here to help, 24 hours a day, 7 days a week. Call us at **1 800 319 9993** or visit rsabroker.ca/claims for more information.

HASSLE-FREE CLAIMS® SERVICE

RSA is recognized for our brilliant claims service by doing it right, doing it better and doing it quicker through highly skilled and passionate people.

Our skilled claims professionals deliver our Hassle-Free Claims® service with:

- **Access to live, 24/7 claims reporting.**
- **\$500 Service Guarantee***—If we do not return your call on a new claim within six business hours, we will pay your client \$500.
- **Preferred vendor guarantee.**
- **The authority to settle large and complex claims** rests in Canada. We do not require offshore or out-of-country authorization, unlike other markets.
- **The strength of RSA's national vendor programs** to leverage best-in-class responsiveness, quality repairs and service to keep your clients in business, minimizing revenue losses when there is a claim.
- **RSA mobile app.**
- **Electronic open and closing notices and status updates.**

Visit us online at rsabroker.ca

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

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