



CLAIMS SERVICE

GLOBAL SPECIALTY LINES

THE RSA ADVANTAGE

With best-in-class ambitions, the RSA Advantage represents how, together, we win.

- Ability and experience to customize a claims program in collaboration with broker partners that responds to the specific and unique needs of customers
- High standards for claims service, including 24/7 claims reporting, prompt responses and timely claims settlement
- Flexibility to offer customers a dedicated claims contact
- Seasoned claims teams with experience handling large and complex claims in all specialty lines
- Simple, responsive and consistent customer service approach
- Sharing of industry claims trends and insights to foster business success

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 teams

For each large account, we assemble our best people from both the frontlines and senior leadership teams dedicated to our partnerships with brokers and customers. Our objective is to deliver the highest quality claims service reinforced by technical expertise. Our specialists and claims teams deal with large and complex losses, ensuring that we have the right technical expertise on every claim.

We give you easy access to the right people at RSA, and we completely own and control the claims process from start to finish. Operationally, we have embedded a robust and efficient process for handling claims, and we communicate with your customer throughout the claims process.

We recognize that every large commercial and multinational operation has unique, specialized claims management requirements. That is why we excel at the tripartite relationship between insurer, broker and customer, letting us tailor our claims service for each large commercial customer we serve.

RSA Canada maintains an A rating from Standard & Poor's, the world's most authoritative insurance rating agency, 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 claims reported to RSA and all losses
- 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 restoration partners and vendors
- Ability and authority to handle large claims in Canada
- Proven track record for responsiveness to large scale CAT events
- Extensive experience in customer service, accident investigation, claims settlement and negotiation

CONTACT

If your client needs to make a claim, please direct them to:

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