



About RSA Pro™

What is RSA Pro™?

Built by brokers, for brokers, RSA Pro™ gets your small business clients **instant, customizable quotes** for solid, top-tier products. You can do it on your own online or **chat live** with an underwriter to get the results you need. You can even access **competitive and discounted pricing** that's not available through email or phone submissions. And you can save time in RSA Pro™ by easily making multiple versions of your quote, tweaking the coverages and sending submissions to other markets directly.

Why should I use this tool?

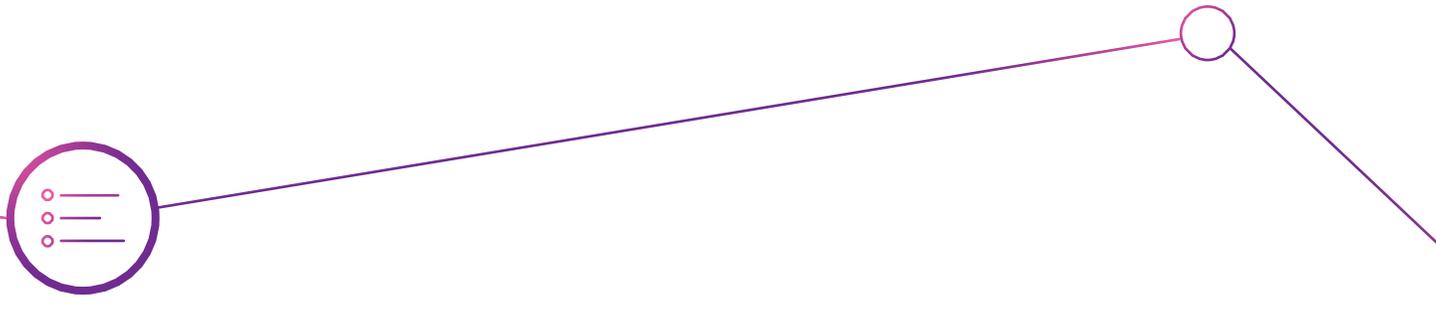
RSA Pro™ is an efficient and easy-to-use quote-and-bind online platform for your small business clients. The tool fits simply into your workflows, so you can get back to delivering the right product for your client. It's a straightforward tool to use for packaged policies that are easier to place—and underwriters are ready to assist via live chat if you need them.

What makes RSA Pro™ so different from any other tool that you have created?

We've never before created a piece of technology alongside brokers the way we have with this online platform. We've taken feedback from previous tools, engaged brokers in the development of RSA Pro™ and committed to incorporating your feedback in future versions of it. Ultimately, RSA Pro™ was designed to fit into your workflows, because we want to help you service your clients in the easiest and most efficient way possible.

How frequently will you be enhancing the tool?

Ensuring we meet the needs of both you and your clients is a priority for RSA, and we will continue to invest in RSA Pro™ over the long term. As we receive your ongoing feedback, we will release improved versions of the tool on a regular basis. We will never be finished perfecting RSA Pro™ because we will develop the tool based on your feedback to meet the needs of both you and your clients as they evolve in the future.



Quoting and binding in RSA Pro™

What types of transactions can I complete in RSA Pro™?

Upon launch, you'll be able to quote and bind three broad business segments through RSA Pro™:

- Business & professional services
- Contractors
- Retailers

For all other segments, submit quotes as you normally would via email or phone.

RSA Pro™ is designed to provide quotes for packaged products with additional options for flood, earthquake and sewer backup coverages. It allows for revenue thresholds of up to \$5 million for business & professional services and contractors, and up to \$10 million for retail. Quotes are restricted to one operation and up to five locations, and property coverage is mandatory as included.

What happens if I want a quote for a transaction not available in RSA Pro™?

We expect that as many as 70% of all quotes submitted won't require underwriter review. However, there will be instances in which you may be referred to an underwriter via live chat. RSA Pro™ is designed to provide quotes for small business risks. It's ideal for low-hazard, packaged products. If you want to quote risks with other profiles, or if the risk is more complex or mid-sized, please contact your local RSA representative:

Region	Contact
Atlantic	rsacommercial@rsagroup.ca 1 902 493 2478
Ontario	uw@rsagroup.ca 1 844 249 3540
Prairies	prairiesci@rsagroup.ca 1 855 524 3004
Quebec	Montreal office: entreprises.montreal@rsagroup.ca Quebec City office: entreprises.quebec@rsagroup.ca 1 866 301 9722

On average, how long does it take to fill out the information and get a quote?

In just minutes, you can fill out all of your client's information, submit it and receive a quote.

How long do I have until the quote expires?

You'll have the option of initiating the binding process, or you can save the quote to bind it within 90 days.

What happens when a quote expires?

Currently, if your quote expires, you will need to resubmit your information. We are developing the functionality to copy and paste expired quotes in future versions of this tool.

Will I be able to access previous quotes and binds?

You will have access to all the quotes you have completed within RSA Pro™, as well as those that are in progress. These include your own quotes and all the quotes within your brokerage. The tool also has search functionality to locate your quote quickly.

Can I speak with someone once a quote is presented if I have further questions?

If you'd like to further discuss your quote with an underwriter, please select the live chat option.

How can I take the quote to other markets?

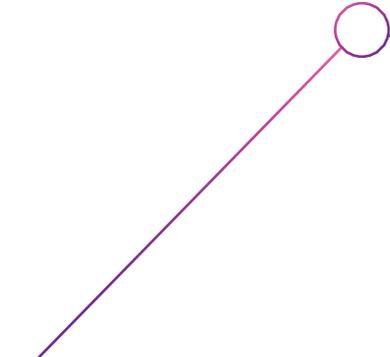
Once you get the quote, you have the option to print an unbranded application form that you can easily send to other markets.

Is RSA Pro™ compatible with Policy Works?

Yes. Once you have a quote and bind finalized in RSA Pro™, you can download the details into your Policy Works system.

What methods of payment can be used in RSA Pro™?

You can issue policies with the following payment plans: direct bill, agency bill and monthly payment plan. Currently, we do not accept credit cards via RSA Pro™. To use this payment option, please initiate the live chat function to request an underwriter for assistance.





Technical and training support

What are the system requirements to use RSA Pro™?

RSA Pro™ is compatible with the following browsers: Chrome 50+, and Internet Explorer 10 and 11. Please check with your IT department to ensure you have one of these browsers.

How do I log in?

All you have to do is log in to the tool with the user ID we provided to you by email and your existing Bravo password. If you do not have an existing Bravo ID, the email you received also provides you with a temporary password so that you can create a new one.

Where can I go for log-in support?

For log-in and technical support, contact the service desk at servicedesk@rsagroup.ca or **1 877 956 5651**.

Will there be a location for additional support/training for the tool?

You can access underwriters via live chat and download a quick reference guide.

What are the hours of operation for the live chat?

Monday to Friday, 9:00 AM to 5:00 PM local time.

How do I provide feedback?

There is a feedback button on the tool that you can use to submit feedback at any time. In addition, the feedback form will be triggered every time you complete a quote. For additional feedback, please email smedigital@rsagroup.ca.



Client benefits

How do my clients benefit from RSA Pro™?

With RSA Pro™, your quoting experience will be more efficient and user-friendly, giving you more time to spend with your clients as a trusted advisor. With its sleek, professional interface, you can share RSA Pro™ with your clients during face-to-face meetings to demonstrate how the quote can be modified and customized for them in real-time, giving them even more confidence in the quoting process. Your SME clients will also continue to have access to the AIR MILES® Reward Program on select Commercial Insurance products offered through RSA Pro™.

How does the AIR MILES Reward Program work?

We believe your clients deserve to be rewarded for their loyalty. That's why we offer AIR MILES Reward Miles on select Commercial Insurance products. When your client purchases or renews a small to medium business property policy, they can get 1 Mile for every \$20 of premium (including taxes), to a maximum of 15 Miles per month, per policy. For more information, including terms and conditions, visit rsabroker.ca/airmiles.