



# AUTO EXPRESS

PERSONAL VEHICLE CLAIMS

[rsabroker.ca](http://rsabroker.ca)



## Put your auto claims in the express lane for quick service that gets your customers back on the road.

We've developed a program to fast-track simple, straightforward auto claims by streamlining the process. RSA's Auto Express quickly resolves personal auto claims by reducing the need for follow-up information or status updates.

How does Auto Express work? After a claim is submitted, our adjusters determine whether the claim qualifies for Auto Express. Once it's approved, your customers must accept the services at one of our trusted repair facilities available throughout Canada. [Find a facility near you today.](#)

For more information, visit [rsabroker.ca/claims](https://rsabroker.ca/claims).

### OUR CLAIMS COMMITMENT

RSA's skilled team of claims professionals delivers our claims promise by keeping things moving at all times. Knowing what's at stake for customers from both a financial and emotional standpoint ensures consistent service that exceeds our customers' expectations. Our exceptional claims service is one of the key reasons for choosing RSA for your customers.

### HOW AUTO EXPRESS WORKS

Your customer can report a claim by calling **1 800 319 9993**. You and your customer can also submit the claim via conference call to ensure you are both engaged in the process.

Once your customer's claim qualifies for Auto Express settlement, one of our trusted repair facilities will:

- Complete an estimate, perform repairs and arrange for a rental vehicle (if your customer has appropriate rental coverage)
- Provide regular status updates to your customer throughout the duration of the repair process for repairs, deductibles, rental vehicle and payments
- Contact your customer 48 hours before the repairs are completed to assure them that their repairs are on track

### FOR CLAIMS THAT DON'T QUALIFY FOR AUTO EXPRESS

We've also enhanced our back-end adjudication office to provide a more personal approach to highly technical and complex claims that require regular touch points. The office comprises a team of dedicated adjusters who will be available to both you and your customers, devoting one-on-one time to explain the claims process and provide regular status updates.

The back-end adjudication office also includes a dedicated commercial and technical team that will handle all Commercial Insurance claims and any complex Personal Insurance claims. This team will work closely with our claims relationship managers and our brokers to cater to you and your customers' unique requirements.

### OUR HASSLE FREE CLAIMS® GUARANTEE

We aim to settle every claim fairly and quickly so customers can get back on track with as little distress as possible. We guarantee that if we don't return a call on a new claim within six business hours, we will pay your customers \$500.\*

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### Have an accident or claim?

We're here to help 24 hours a day, 7 days a week.

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\*\$500 Hassle Free Claims® guarantee does not apply to risk-managed programs, control-adjusted programs or national accounts. For more information, visit [rsabroker.ca/onlineclaims](https://rsabroker.ca/onlineclaims).  
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