

RSA Claims Point®: New Enhancements

Broker Frequently Asked Questions

RSA INSURANCE | WA | CNS

Claims Point®



Do you have questions about the new features in RSA's **Claims Point®**? Read through the list below to get started.

1) How do I update the email address on file so I receive notifications somewhere else?

A: You will need to email National Logistics (national.logistics@rsagroup.ca) and provide your brokerage ID, Bravo ID, and the email address you would like to use to update your profile.

2) How do I opt-in to email notifications?

A: As long as you or your brokerage has an email address on file you will receive notifications. If you're having issues you can contact National Logistics (national.logistics@rsagroup.ca).

3) Who should I contact if I have issues or questions?

A: You can check out the [Broker Portal User Guide](#) to find answers to your questions and information on how to use the portal features. Alternatively, you can reach out to your broker relationship manager.

Brokers can also reach out to: claimsportalsupport@rsagroup.ca.

4) How do I know what the changes are or how to use them?

A: Check out the updated [Broker Portal User Guide](#). It shares information about the new features, and step-by-step instructions on how to use them!



Accidents can be stressful – but a
claim doesn't need to be.

Check out the new enhancements in RSA's
Claims Point® and avoid being left high and dry.

Claims Point®

Start your claim now

RSA