

RSA INSURANCE 

# HASSLE- FREE CLAIMS<sup>®</sup> SERVICE

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FAST, EASY CUSTOMER CARE



## PARTNERING WITH A COMPANY YOU CAN COUNT ON

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Insurance is a promise to help get your client's life back to normal after an accident, theft or disaster.

At RSA, we aim to settle every claim fairly and quickly so your clients can get back on track with as little stress as possible.

Our skilled team of claims professionals delivers our Hassle-Free Claims® service by:

- Contacting clients promptly and treating them in a professional and compassionate manner
- Investigating claims efficiently
- Arranging for repairs in a timely manner
- Settling claims fairly
- Keeping clients informed throughout the claims process
- Resisting fraudulent and exaggerated claims

## TAKING CARE OF YOUR CLIENTS' NEEDS

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### GUARANTEE

Our network of guaranteed repair facilities assures quick estimate approvals and exceptional repairs to your clients' vehicles. These repairs are backed by our guarantee for as long as the client owns their vehicle and continues to insure it with RSA.

### QUALITY

Our network of approved, bonded contractors provides emergency repair and cleanup services to safeguard your clients' property from further damage.

### EASE

Our network of preferred suppliers provides timely, high-quality property repairs and replacement services.

## OUR CLAIMS SERVICE COMMITMENTS

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1. We will make initial contact with you or your client within six business hours of notification of loss or we will give your client \$500.
2. We will keep clients informed of key developments throughout the life of the claim.
3. We will issue a cheque within two business days of settlement.
4. We will inspect vehicle damage within one business day in urban areas and three business days in rural areas.

## REPORTING A CLAIM

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Call us at **1 800 319 9993**:

- We will confirm your client's coverage
- We will explain your client's options
- We will make arrangements for the repair or replacement of lost, stolen or damaged property

Call **1 888 875 3636** for windshield claims.

For marine claims, or to learn more about our Hassle-Free Claims® service and what to expect during the process, visit [rsabroker.ca](http://rsabroker.ca) to locate your regional contact.

## WE'LL BE THERE WHEN YOUR CLIENTS NEED US

Not all claims guarantees are created equal. In some cases, there is fine print that voids the guarantee when clients need it most, such as during a catastrophic event.

At RSA, our Hassle-Free Claims® guarantee is good every single day—regardless of hurricanes, tornadoes, snowstorms and other events. We're there when you and your clients need us.

**ACCESS TO LIVE, 24/7 CLAIMS REPORTING**

**\$500 SERVICE GUARANTEE\***

**PREFERRED VENDOR WORK GUARANTEE**

**CUSTOMER SERVICE TRAINING**

**PROPERTY EXPRESS <\$25K PROPERTY LOSS**

**RSA CARE THROUGH OUR PARTNER,  
ASSISTENZA**

**NATIONAL TECHNICAL LIAISONS**

**ACCESS TO BEST-PRACTICE  
CLAIMS DOCUMENTS**

**RSA MOBILE APP**

Visit us online at [rsabroker.ca](http://rsabroker.ca).

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

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