

# We're here for you and your customers

Our newly evolved claims process ensures claims are handled quickly and professionally, by specialist in-house teams.

Learn more at  
[rsabroker.com/home-claims](https://rsabroker.com/home-claims)



## Discover a new Personal Lines claims experience

### **Making insurance easy for you and your customers**

At RSA, we're dedicated to giving our customers the very best service. It's our vision to be better every day, which is why we've made improvements to the Personal Lines claims experience to ensure we're always there for you and your customers when they need us most.

Our end-to-end claims management process puts us back in control, enabling us to deliver a first-rate, quality service every step of the way; before, when and after a claim is made.

# What does this process mean for you and your customers?

## UK-based claims

Claims managed by our in-house team based in Halifax and our specialist contents team based in Peterborough. We use in-house validation tools, meaning some claims do not need quotations.

## Specialist teams

From Rapid to Complex & Large claims, our experienced teams will be able to handle even the most high-value claims.

## Rapid settlement

We will settle lower value, lower complexity claims during the first call with the customer and without requesting paperwork. We also offer a choice of settlement options sent to customers via text and email.

## Network of approved contractors and national contents suppliers

Our fully approved, vetted and guaranteed contractors, from restoration and recovery suppliers to building contractors, offer outstanding services. Meanwhile, our reputable and local contents suppliers make it easy to replace contents on a new for old basis.

## 24/7 emergency line

Our home emergency telephone line is open 24 hours a day, 7 days a week, and our Emergency Response Unit can also help customers in the worst affected areas.

## We're here for you

Working with RSA, you and your customers will enjoy an added value claims experience that meets everyone's individual needs – swiftly, sensitively and efficiently – before, during and after a claim.

We understand that for your customer, each claim is an isolated incident that needs to be settled as simply and painlessly as possible. But for you the broker, a claim is part of a continuous relationship, where delivering great service is about working together in partnership, adding value to your proposition and making you look good in front of your customers.

At RSA, we're here for you and your customers.

