



Preferred Choice  
Home Insurance

# WHAT OUR MOVE MEANS TO YOU

It means you don't have to change anything; we're making our proposition stronger and an even better service than before. The move of our claims service for Preferred Choice Home Insurance to our Chipping Norton Centre of Excellence for Claims is truly aligned to bring you a better, optimised experience.

It's a great move for you, because your customers' claims will be handled by a specialist team dedicated to bringing a personal touch to mid net worth business.

By handling claims for everything except Liability and Subsidence in one location, you'll have fewer handlers to deal with. What's more, thanks to experience in both Broker and High Net Worth, our team not only has the skills to manage all claims, they provide a service that's second to none on all claims too. Giving you the confidence to promote RSA products.

This 'back to basics' approach to personal service has already proved popular in the High Net Worth market. Now by introducing it in the Mid Net Worth market, we will be better placed to deliver service that's anything but ordinary.

## OUR COMMITMENTS TO YOU AND YOUR CUSTOMERS

### **Understanding**

Being aware of your needs by listening to you and your customers.

### **Communicating**

Keeping you informed whichever way suits you best.

### **Caring**

Treating your customers' claims journeys with empathy and understanding.

### **Be knowledgeable**

Acting quickly and professionally by having a deep understanding of our products.

### **Be fair**

Doing the right thing in the settlement of claims.

### **Pay promptly**

Getting things back to normal for your customers quickly on settlement.

### **Try harder**

Always looking to learn and improve our service.

We look forward to delivering a claims service that truly excels in the marketplace, strives for complete perfection and above all, delivers for you and your customers.

For more information visit [www.rsabroker.com](http://www.rsabroker.com)