



'ONE TOUCH' CARGO CLAIMS HANDLING

At RSA we are always looking for ways to improve the efficiency of our claims service that provides tangible benefit to our customers.

Our ONE TOUCH initiative is designed to fast track small value cargo claims up to a maximum value of £10,000, speeding up the consideration and settlement process by asking for only essential and limited information required to bring the claim to a satisfactory conclusion.

We have a simplified claim form to help collate the required documentation in order for us to give small value cargo claims the 'ONE TOUCH' approach.

BENEFITS of 'ONE TOUCH'

- Customer friendly claims form
- Ideal for clients who have a history of small losses
- Quick turnaround
- Reduced paperwork
- Telephone conversations, no prolonged written correspondence
- Acknowledgement and settlement details confirmed within 2 working days from receipt of the claim
- Settlement cheque issued within 5 working days from receipt of the claim

If you require further information on 'ONE TOUCH' please contact us :-

Telephone No: 0161 235 3908

Email – regionalcargo.claims@uk.rsagroup.com

NOTICE TO BROKERS

Please return the claim form to:
RSA Marine Claims Department
"One Touch"
6th Floor
17 York Street
Manchester
M2 3GR

'ONE TOUCH' CARGO CLAIM FORM

At RSA, we aim to provide a speedy and efficient claims settlement service. Where the amount claimed for is under £10,000 and all relevant documentation is provided, we will fast track your claim to ensure that it is resolved as quickly as possible. Claims above this amount may require additional investigation and we may instruct an independent surveyor or investigator to examine the loss.

Completion of this form and the supplying of all applicable supporting documentation as described overleaf will enable us to deal with your claim efficiently. Failure to supply all the relevant documentation will delay the 'One Touch' process and the settlement of your claim.

Please complete the brief details below and return this form and requested documentation to RSA via your Broker.

Policyholders Name

Policy Number

Full circumstances and nature & extent of loss or damage

Amount Claimed

PLEASE NOW ATTACH THE RELEVANT DOCUMENTATION AS OUTLINED OVERLEAF.

The documentation you need to supply us with to ensure that your claim can be handled by our 'One Touch' Process is dependent on the type of loss you have suffered

<p>FOR AN INLAND TRANSIT LOSS</p> <ul style="list-style-type: none"> ▪ Commercial sales invoice and packing list where applicable. ▪ Carrier's collection note. ▪ Final Delivery Receipt, which has been claused noting the damage and/or loss. ▪ A copy of the correspondence holding the relevant carriers and/or third party responsible for the damage and/or loss and any response if received. ▪ Full detailed description as to the level of packing /protection. 	<p>ADDITIONAL INFORMATION IN RESPECT OF A DAMAGE CLAIM</p> <ul style="list-style-type: none"> ▪ Photographs of the damage. ▪ Repair estimate(s) – if repairs are being carried out in house we would ask that worksheets and payroll slips to evidence Labour charge are provided. ▪ If beyond economic repair – is there any salvage or parts value – if so, please confirm.
<p>FOR AN IMPORT/EXPORT LOSS</p> <ul style="list-style-type: none"> ▪ Commercial sales invoice, including the applicable terms of sale (in order to establish which party has the insurable interest at the time of loss). ▪ Packing list, where applicable. ▪ The relevant transit documentation, i.e. Bill of Lading, Master Airway Bill, CMR consignment note, or similar documents. ▪ Freight invoice, where applicable. ▪ Final delivery receipt, which has been claused noting the damage and/or loss. ▪ A copy of the correspondence holding the relevant carriers and /or third party responsible for the damage and/or loss and any response if received. 	<p>FOR THEFT FROM YOUR OWN VEHICLE(S)</p> <ul style="list-style-type: none"> ▪ Commercial sales invoice and/or evidence of value ▪ Full details as to where the vehicle was left unattended. ▪ What security measures were in operation at the time on the vehicle. ▪ Copy of repair estimate for any damage caused to the vehicle. ▪ Details of the police station where the theft was reported (including full address, and crime reference number).