



# REAL ESTATE CLAIMS

**RSA**  
**NO. 1 FOR COMMERCIAL CLAIMS\***

From quick settlement of straightforward real estate claims to more complex claims requiring specialist handling, we understand the impact a claim can have on you and your customers.

## EFFECTIVE CLAIMS SOLUTIONS

- Working with you and your customers to ensure claims handling is tailored appropriately
- Each claim will have a nominated claims handler who manages the claim from beginning to end
- Focused on settling claims as quickly and as fairly as possible
- Responding to new claims notifications within three hours and delivering action plans within 48 hours, advising next steps and agreed progress updates.

## IN-HOUSE LOSS ADJUSTING SERVICE (LAS) AND EXTERNAL LOSS ADJUSTERS

- Providing you and your customers with a fast, efficient service and offering impartial advice to agree the best course of action for each claim
- Face-to-face assessments carried out onsite by specialist commercial property adjusters. Our professionally qualified experts will work with you and your customers, offering impartial advice to agree the best course of action

- Our LAS team has instant access to RSA underwriting teams and policy details, enabling them to make quick claim decisions with the ability to authorise prompt claims payments to your customers, to help with the cash flow for their business.

## MAJOR AND COMPLEX CLAIMS – TYPICALLY EXCEEDING £100K IN VALUE

Claims above a certain size and complexity need a different, often project managed approach. Our Large and Major Loss claims handling team is made up of our most experienced claims specialists with the skills to manage major events and protect your customers' financial and reputational interests.

## FRAUD

Our Counter Fraud specialists blend cutting-edge technology with traditional identification and detection methods. We are instrumental in cross-industry initiatives and at the heart of all industry forums. This enables us to provide intelligence and insight, raising awareness of the impact of fraud and the steps that can be taken to protect you, your customers, their reputations and their premiums.

## WHAT BROKERS SAY ABOUT US

*"They're able to demonstrate on a daily basis how flexible they are. They are very accommodating and provide good service."*

**To all the little things, that conspire to become big things... the worst brings out the best in us.**

DELIVERING FIRST-CLASS SERVICE BEFORE, WHEN AND AFTER A CLAIM IS MADE.

Get our expertise working for your customers. Find out more at [rsabroker.com/rsa-real-estate-claims](https://rsabroker.com/rsa-real-estate-claims)

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