

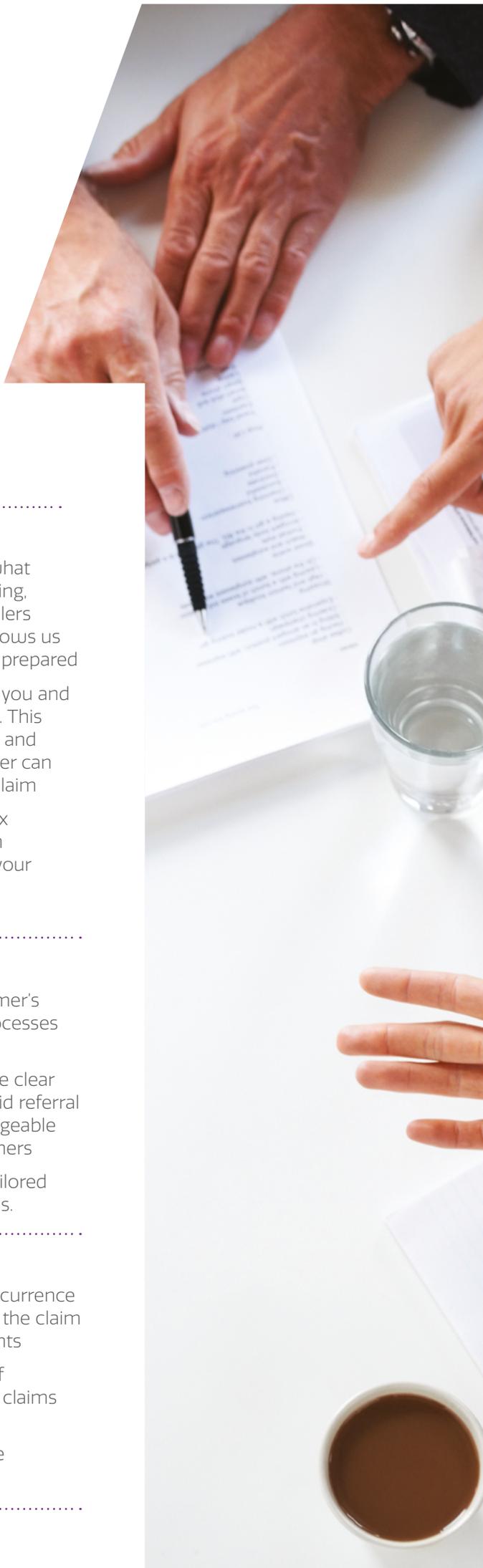


No.1 FOR COMMERCIAL CLAIMS\*

## DELIVERING FIRST-CLASS SERVICE

BEFORE, WHEN AND AFTER A CLAIM IS MADE

Delivering a first-class claims service is far more than what happens when your customer makes a claim.



### BEFORE

- We invest time to get to know your customers and what is important to them. Then we utilise joined-up thinking, involving everyone from underwriters to claims handlers through to risk managers at pre-tender stage. This allows us to explore the full range of our capability and be fully prepared
- Even before the first incident occurs, we'll meet with you and your customer to gather information and intelligence. This allows us to run scenario tests on how we'll respond and work in collaboration. With this in place, your customer can rest assured that we're ready to go in the event of a claim
- For commercial customers and brokers with complex requirements, our Claims Account Management team ensures that we deliver on our promises to you and your customers. Regular claims relationship health checks ensure that we stay on track together.



### WHEN

- Our Claims teams are focused on settling your customer's claims as quickly and as fairly as possible through processes like our express handling
- A nominated and experienced claims handler will take clear ownership of each claim from start to finish with rapid referral to the right experts and specialists from our knowledgeable in-house teams and extensive supplier network partners
- We operate to agreed service standards but with a tailored approach to each claim to meet the customer's needs.



### AFTER

- Discuss, together with the customer, how to avoid recurrence and agree how we can use the lessons learned from the claim to improve risk management and avoid future incidents
- You and your customers will have access to a suite of Management Information to help show the profile of claims across their business
- We analyse claims history to identify trends and share this information with you and your customers.

# PROVIDING THE RIGHT CLAIMS SUPPORT FOR YOU AND YOUR CUSTOMERS

## FROM RAPID CLAIMS SETTLEMENT...

Ensuring speed of settlement to protect each customer's business

## TO MORE COMPLEX CLAIMS...

Requiring specialist handling to provide advice and support when things go wrong

## THROUGH TO MAJOR CLAIMS...

Typically those exceeding £500k in value, where their size and complexity requires a comprehensive, project managed approach

## ...AND GLOBAL CLAIMS

Supporting your customers anywhere in the world through our global network of RSA offices and established network partners.

## TAILORED SOLUTIONS TO MEET YOUR CUSTOMER'S NEEDS

Each of your customers are unique and we work with you to build tailored and flexible claims solutions that meet their needs and ensure they recover from a loss as quickly as possible.

## IN-HOUSE EXPERTISE AND CLOSE SUPPLIER RELATIONSHIPS MEAN THAT WE DELIVER A FASTER, MORE EFFICIENT CLAIMS SERVICE

Claims are centrally managed in-house by our knowledgeable claims handlers. They are supported by an established global network of actively-managed claims agents and surveyors in Europe and worldwide who bring in additional external specialists as required, including specialist lawyers, investigators and product experts.



*the definitive mark of achievement*

Winner of the Major Loss Award



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Get our leading expertise working for you and your customers.

Find out more at [rsabroker.com/rsa-commercial-claims](http://rsabroker.com/rsa-commercial-claims)



\*Source: RSA Broker Voice 2017 independently conducted by FWD Research