



**NO. 1 FOR  
COMMERCIAL  
CLAIMS<sup>1</sup>**

# RSA CLAIMS ONLINE

## CLAIMS INFO AT YOUR FINGERTIPS FOR A BETTER SERVICE TO YOUR CUSTOMERS.

1. Go to [rsabroker.com/rsa-commercial-claims](https://rsabroker.com/rsa-commercial-claims)
2. Click on the link to Claims Online and enter your user ID and password
3. Once your details are accepted, click on 'Claims Tracking' option from the menu on the left hand side
4. Then select the 'Claims Online' option.

### WHAT'S NEW?

#### 1. Quicker communication

You will be able to view:

- That we have registered your customer's claim
- The claim reference number
- If we have appointed a service provider to deal with the claim
- If we have issued any correspondence related to the claim
- Any third party details
- Details of estimate changes, payments or recoveries made on the claim
- That we have closed the claim file
- For Motor claims, that our engineers authorise repairs on a vehicle or deem it a total loss in real-time

With the flexibility for us to add detailed free format messages if needed.

#### HOW TO GET ACCESS TO RSA CLAIMS ONLINE

By sending an email to:  
[intermediated.ebusiness@uk.rsagroup.com](mailto:intermediated.ebusiness@uk.rsagroup.com)  
including your:

- Name
- Contact details
- RSA agency number.

If you have forgotten your password, there is also a link on the home page to reset it.

#### 2. Improved 'search' function

You can search all claims within your agency by:

- RSA claim reference
- Policy number
- Policyholder name
- Vehicle registration number for Motor claims
- Specific date range.

**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-commercial-claims](https://rsabroker.com/rsa-commercial-claims)

