



WHAT YOU NEED TO KNOW ABOUT

COMMERCIAL MOTOR CLAIMS

HOW TO MAKE A CLAIM

To make a claim call **0330 100 0565** or email promise.motorclaims@uk.rsagroup.com

Address: **RSA, Motor Claims, PO Box 256, Wymondham NR18 9DQ**

For Windscreen Repair/Replacement, please call **0800 783 4695**

For Emergency Out of Hours Assistance, please call **0330 102 4203**

For enquiries on existing claims:

Call **0330 100 0565** or email motor.claims@uk.rsagroup.com

YOU CAN COUNT ON

EFFECTIVE CLAIMS SOLUTIONS

- Working with you to ensure claims handling is tailored appropriately
- Each claim will have a nominated claims handler who manages the claim from beginning to end
- Response to new claims notification within three hours and action plan delivered within 48 hours, advising next steps and agreed progress updates.

AN EARLY NOTIFICATION MEANS A SWIFT SOLUTION

- You can count on fast and appropriate decisions, as we take instant control
- If the incident is the fault of an RSA customer, our dedicated third party capture team will make contact with the third party within 1 hour of notification. This could avoid the third party being approached by and appointing, a solicitor or accident management company, significantly reducing costs.



RSA COMMERCIAL CLAIMS

Delivering first class service before, when and after a claim is made.



AT THE SCENE

- Stay calm and keep safe – If necessary stand away from the accident scene and call 999 if anyone is injured
- Don't admit responsibility – Call us as soon as possible for any advice and/or guidance
- Record a detailed description of what happened and collect as much information as possible:
 - Accident details – Take photographs, note the time, date, location, traffic and weather conditions, number of passengers and vehicles involved (make, model, colour and registration number)
 - People involved – Contact details, description of driver(s), contact details of passengers, pedestrians/other witnesses and details of any police officers involved
 - Injury/Damage – Record any injuries to anybody involved and note the damage to vehicles/property.

THE RIGHT EXPERT ON YOUR CLAIMS

- Fast access to in-house UK-based Motor claims specialists who work collaboratively with you, ensuring that repairs are completed swiftly
- A UK-wide network of repair partners who can provide solutions from standard and prestige cars, through to light commercial and heavy goods vehicles:
 - Courtesy vehicles provided for all qualifying customers with vehicles up to 3.5 tonnes
 - Out of hours emergency response service
 - Available 24/7, national mobile coverage for all urgent glass repairs and replacement wherever you are.



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