



WHAT YOU NEED TO KNOW ABOUT

COMMERCIAL PROPERTY DAMAGE CLAIMS

HOW TO MAKE A CLAIM

To make a claim call **0330 102 4100** or email promise.propertyclaims@uk.rsagroup.com

For Emergency Glass Replacement, call **0345 155 2999**

For Emergency Out of Hours, call **0330 102 4100**

For enquiries on existing claims:

Call **0330 102 4100** or email promise.propertyclaims@uk.rsagroup.com

YOU CAN COUNT ON

EFFECTIVE CLAIMS SOLUTIONS

- Express claims handling for claims up to £5,000
- Live streaming video call for claims between £5,000 and £10,000 for real-time interaction between the customer and our specialists
- 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
- Focused on settling claims as quickly and as fairly as possible
- Response to new claims notification within three hours and action plan delivered within 48 hours, advising next steps and agreed progress updates.

THE RIGHT EXPERT ON YOUR CLAIMS

- Our bespoke supply chain service gives customers access to a large network of vetted suppliers, who provide a range of property services at a competitive agreed schedule of rates
- With direct access to decision makers from our highly experienced team, we respond effectively when things go wrong. For you this means minimum disruption and things get back on track quickly
- Our own in-house loss adjusters, will take ownership of any claim and will deal directly with you to arrange visits and agree settlements.



RSA COMMERCIAL CLAIMS

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



MAJOR LOSSES AND COMPLEX CLAIMS

Claims above a certain size and complexity need a different approach and our Major Claims handling team project-manages the largest and most complex claims.

Our Major Claims team are dedicated insurance professionals, made up of our most experienced claims specialists with the skills to manage major events and protect your customers' financial and reputational interests.



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