

RSA INSURANCE 

PROPERTY EXPRESS

PROPERTY CLAIMS



PUTTING YOUR CLAIMS IN THE EXPRESS LANE

RSA has initiated a Property Express program, focused on taking the hassle out of the claims process for you and your clients. The program has enabled us to substantially improve the handling time for property damage claims under \$25,000.

We guarantee that if we don't return a call on a new claim within six business hours, we will pay your client \$500 without question on a covered loss.*

OUR CLAIMS COMMITMENT

RSA's skilled team of claims professionals delivers our claims promise by keeping things moving at all times. Knowing what's at stake for clients from both a financial and emotional standpoint ensures consistent service that exceeds our customers' expectations. Our exceptional claims service is one of the key reasons for choosing RSA for your clients.

OUR CLAIMS PROPOSITION

- Enhanced customer service
- Fewer steps in the claims process
- RSA adjuster only; no independent adjuster or property appraiser assigned

PROPERTY EXPRESS CLAIMS CRITERIA

- RSA client for minimum one year and claims-free
- Applies to both Personal and Commercial Insurance policies
- The total amount claimed is less than \$25,000
- Fewer than 25 items
- Items will be valued through online verification (i.e., Claims Network, CodeBlue, ReClaim, as well as some general retailers' websites)
- Payment is based on full replacement cost (subject to applicable policy deductible)
- No signed proof of loss required
- No formal statement required
- No additional investigation required for the claim being presented by the client
- Explanation letter will be sent to the insured with payment, which helps eliminate return calls
- Property Express claims may also be available for proportions of a larger loss (e.g., once a building loss is concluded, we may be able to fast-track the contents portion of the claim if it meets the above criteria)



PROPERTY EXPRESS ELIGIBILITY— BUILDING DAMAGE (WIND/WATER/ VANDALISM/THEFT)

- RSA client for minimum one year & claims-free
 - No special investigation required
 - Applies to both Personal and Commercial Insurance policies
 - The total amount claimed is less than \$25,000
 - All assignments through Contractor Connection and estimates reviewed through XactAnalysis
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RSA is recognized for our exceptional claims service by doing it right, doing it better and doing it faster through highly skilled, passionate people.

Have an accident or claim?

We're here to help 24 hours a day,
7 days a week.

Call us at **1 800 319 9993** or visit
rsabroker.ca for more information.

* \$500 Claims Guarantee does not apply on risk-managed programs, control-adjusted programs or national accounts.

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