



**NO. 1 FOR  
COMMERCIAL  
CLAIMS\***

# COMMERCIAL MOTOR CLAIMS

Providing you and your customers with fast access to the right motor claims specialists from the outset and throughout the life of each claim.

## EFFECTIVE CLAIMS SOLUTIONS

- Working with you to ensure claims handling is tailored appropriately
- Responding to new claims notifications within three hours and delivering action plans within 48 hours, advising next steps and agreed progress updates
- To protect your customer claims history, our third party capture team will look to contact the third party driver within 1 hour of claims notification.

## THE RIGHT EXPERT ON YOUR CLAIM

- Fast access to in-house UK-based motor claims specialists who will 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
  - National mobile coverage available 24/7 for all urgent glass repairs and replacements, wherever you are.

- Claims involving an injury to a third party are handled by our specialist Motor Injury team who will use their experience and knowledge to settle the claim quickly and fairly.

## FRAUD

Our Counter Fraud specialists blend cutting-edge technology with traditional identification and detection methods. We are instrumental in cross-industry initiatives and at the heart of all industry forums. This enables us to provide intelligence and insight, raising awareness of the impact of fraud and the steps that can be taken to protect you, your customers, their reputations and their premiums.

## WHAT BROKERS SAY ABOUT US

*"Very good service, highly recommended in terms of claims and getting them settled."*

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

Email: [promise.motorclaims@uk.rsagroup.com](mailto:promise.motorclaims@uk.rsagroup.com)  
Call: 0330 100 0565