

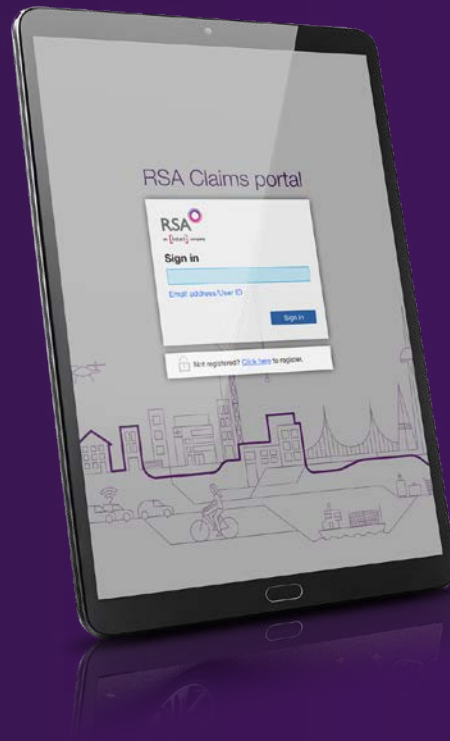


RSA Claims Portal Solution Overview

Your end-to-end digital
claims management platform.



RSA Claims Portal: A true end-to-end claims journey



The RSA Claims Portal is a comprehensive digital claims management platform that enables you to submit, monitor, and action Commercial Property and Motor claims from a single space. In this solution overview, you'll find a clear rundown of the platform's key features, why they'll benefit you and your customers, and how you can get started.

Functionality designed to benefit you and your customers

The Claims Portal offers a wide variety of features and benefits designed to make your claims process efficient, intuitive and streamlined. With it, you can offer a quicker and smoother service to your customers.

What you can expect

- **Enhanced information capture at point of submission**, helping to reduce errors, boost efficiency and minimise delays due to missing details.
- **Built-in analytics tools and supplier portal** for real-time insights, backed by our robust data models.
- **Direct access to our experienced claims team** for fast support and escalation when it's needed.

Automated notifications

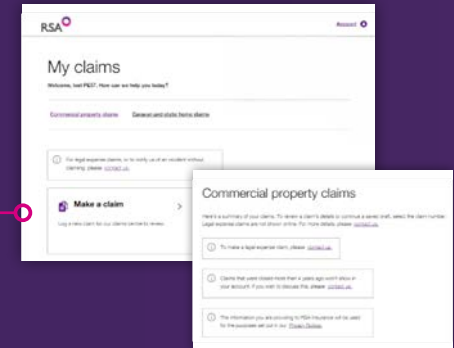
Quick access to and sharing of information is a cornerstone of broker-customer relationships. The Claims Portal shares automatic status updates, via email or SMS, depending on your choice. Key documents are also automatically shared with you, your customers, and any relevant third parties.

Key benefits

- Automated document sharing throughout key points of the claims journey saves you time and ensures information is shared as soon as it's available.
- Prompts alert you when there's an update that requires your attention, removing the need for manual follow ups.
- Minimise time spent writing update requests and waiting for responses, enabling a more seamless claims experience.

Dashboard

This is your dashboard, here you will be able to see what claims you have registered, their status as well as instigating a new claim

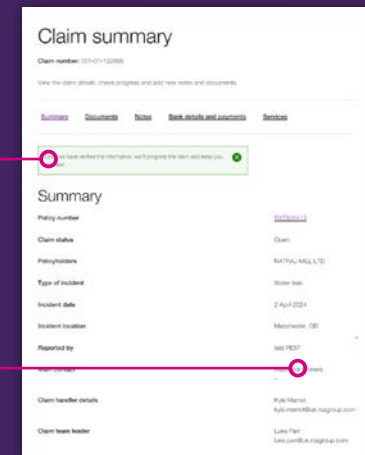


You can click into any claim hyperlinks to see more information about that claim

Policy type	Status	Claim number	Policyholder name	Incident date	Policy number	Type of incident	Broker reference
Commercial property	Open	001-001-000001	NATURAL MLL LTD	12 March 2024	001-001-000001	Incident	000001

Claim Summary

Viewing an existing claim will place you into the Claim Summary page



From here, you will be able to view information like its status, claim progress including current claim exposure & reserves



Streamlined First Notification of Loss (FNOL) process

Our First Notification of Loss (FNOL) process enables you to submit claims through the portal. With dynamic questioning, automatic prompting for required information, and the ability to attach documents, all necessary details are captured upfront.

Key benefits

- Minimises back-and-forth communication via email to gather and clarify details, helping cut down your workload.
- Comprehensive capturing of information helps reduce the risk of errors that can occur when details are manually entered or miscommunicated over email.
- Enables the quick allocation of Claims Handlers, and for many less complex and lower value claims, a faster decision.

Incident Details

Viewing an existing claim will place you into the Claim Summary page

Select Incident Location

More about the Incident

Summary of what you have recorded so far

Questions here are dynamic and will change depending on the cause of loss, here is an example of what questions appear for Escape of Water.

Additional Information

These are the indemnity questions, depending on policy type the amount of questions may vary

You can upload any files you may have to support the claim here

Live Chat

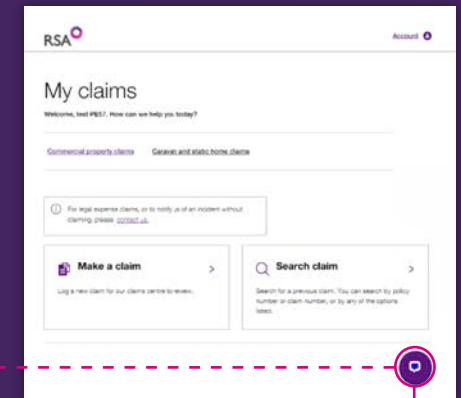
If you have a question during your claims process, our Live Chat enables you to get help, fast. Through it, you can communicate directly with our experienced Claims Handlers.

Whether you prefer emails, telephone, notes or Live Chat — at RSA, assistance is never far away.

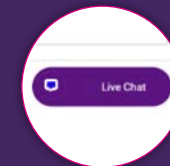
Key benefits

- Real-time human assistance from members of our claims team.
- Quicker escalation of issues if they arise.
- Option to call Claims Handlers if you prefer to speak over the phone.

Live Chat



You may have noticed this little chat icon on the bottom, this starts the live chat feature with an RSA Handler



Hovering over the little speech bubble will expand the live chat button to enable it to be clicked

This will open the live chat feature for each field to be completed accordingly



Analytics Triage tools and Supplier Portal

The portal comes equipped with a number of tools to improve the claims process for both brokers and customers. Our Analytics Triage tools leverage our robust data models to help identify the need for a Loss Adjuster early. Our integrated Supplier Portal delivers real-time insights into supplier appointments and repair authorisations.

Key benefits

- Track financial updates, such as reserving and payments, in real time through the Claims Portal.
- Early identification supports first notification, ensures faster contact with an expert, and makes for quicker resolutions.
- Greater visibility helps to enhance your broker-customer relationships. They can rest assured that their claims are being handled efficiently and accurately, giving them peace of mind during what is often a stressful time.

Claim Summary - Summary

Viewing an existing claim will place you into the Claim Summary page

Claim Summary - Bank Details

Bank information will appear here

Adding manual details will override existing BACS details, these updates will only apply to this claim.

Claim Summary - Services

Settlement Offers will be shown here

Claim Summary - Settlement Offer

You can reply directly to the offer with a response to whether this is Accepted or Rejected, if Rejected you can provide a reason why and can all propose a counteroffer for consideration

How to register

Signing up for the RSA Claims Portal is simple and easy.

1. Sign in or register [here](#).
2. Receive an email confirming your log-in details.
3. Start using the portal for your claims needs.