



**NO. 1 FOR
COMMERCIAL
CLAIMS¹**

RSA COMMERCIAL PROPERTY CLAIMS LOSS ADJUSTING SERVICES (LAS)

With a comprehensive geographical spread across the UK, our in-house LAS delivers a fast and efficient claims experience through tailored loss adjusting solutions.

THE TEAM

All of our adjusters and our appointed experts are professionally qualified and dedicated to:

- Managing both straightforward and complex damage claims, including Business Interruption
- Unique handling of both first and third party losses
- Using the most up-to-date technology and an award winning² customer-friendly portal for uploading photos, videos and documents to assist in the speedy valuation and settlement of claims.

LOSSES <£100,000

In-house office-based loss adjusters

- Utilising their established adjusting experience, and supported by use of video technology, LAS delivers swift assessment and settlement of suitable losses typically up to £10,000.

Field based loss adjusters

- Carrying out face-to-face assessments on site for losses of higher value and complexity, typically >£10,000. By getting our decision makers to site immediately, we are able to confirm policy liability and agree an immediate reinstatement plan and/or payment as appropriate with customers, providing reassurance and confidence that things will get back to normal, as quickly and efficiently as possible.

Additional field capacity

- Vericlim, partners with our own LAS, provides flexible access to additional capacity ensuring full geographical coverage and stability of service, especially during times of surge.

LOSSES >£100,000

Major Loss and Construction Unit

- Our team of major loss adjusters are dedicated to dealing with the largest and most complex claims, typically those exceeding £100,000 in value. Identifying key issues, they steer the recovery strategy and protect customers' financial and reputational interests.

THE BENEFITS FOR BROKERS AND CUSTOMERS

By not relying on an outsourced provider, RSA's LAS guarantees the quality of a claims experience, develop meaningful on-going relationships with brokers and customers and act with full authority to settle and pay claims.

Get to our customers quickly

- Meaningful customer contact within 24 hours
- Same day urgent visits where possible.

Focus on the critical decisions

- Timely liability decisions.

Deliver clear action plans

- An action plan communicated within five days
- Immediate, visible steps to resolution.

Keep your business moving

- Fast interim payments
- We aim to settle claims within 30 days (<£100k).

Our belief in developing in-house technical expertise combined with a project managed process ensures claims are driven to an early economic settlement through our ability to quickly understand and assess key issues and deliver against detailed plans to make the right things happen.

¹ Source: RSA Broker Voice 2017 independently conducted by FWD Research

² Source: Winner of the Initiative of the Year at the Commercial Insurance Awards 2018



WHAT BROKERS SAY ABOUT US

"Your own kindness during this process has been very welcome. Thank you for introducing a very 'human' quality to our professional relationship with you."

"Thank you, once again, for your unfailing professionalism and tireless efforts when handling our claims. You have settled sympathetically and skilfully over the years."

"We have told people about RSA Commercial Property LAS and how everyone has been so quick and helpful from the first call to right now."

"Remarkably good service from the RSA LAS team. Thank you on behalf of the client and ourselves."



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