

RSA Property Low Value Claims

Claims up to £5,000

Property

For Claims up to £5,000 our specialist claims team will help to settle your customer's claims quickly, once we have the information about the loss to confirm it's covered. Contact details below.

What information we need

- Policy number and copy of the schedule
- Loss details – which should include the date, time of loss, location, and a full description of the circumstances surrounding the loss – if any further information is required in relation to the loss we will let you know once we have registered your claim
- Any supporting documentation for ownership and/or value of lost or damaged items worth in excess of £250
- Estimate for repair or replacement(s) and, where practical, some clear photos of the damage
- Confirmation that all policy endorsements or conditions relevant to the loss have been complied with.
- Theft or malicious damage claims must be reported to the police and crime reference number provided
- Repair estimates or invoices should be on letter headed paper and contain:
 - Contractors contact details
 - Itemised costs for materials, parts and labour
 - Overview of the work being carried out
 - VAT amount and status
 - Confirmation of cause of damage where applicable
- Confirmation of whether the policyholder is responsible for the loss or damage under the terms of a lease (or other similar contractual agreement)
- Payee details, including VAT status (a signed mandate will be needed if paying someone other than the policyholder)

Ideally we would like to receive all required information at the first notification, however at times we know this isn't possible. That's why we will agree a reasonable date with you to submit the information we need to settle your claim.

Please notify all new claims directly to our claims team using these contact details:

Telephone: **0330 102 4100**

Email: **promise.propertyclaims@uk.rsagroup.com**

For more information, visit **rsainsurance.co.uk/commercial-insurance/property**



RSA Commercial Claims

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

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