



NO. 1 FOR
COMMERCIAL
CLAIMS¹

CONSTRUCTION, ENGINEERING AND RENEWABLE ENERGY CLAIMS

From construction projects to wind turbines, our claims experts will work with you and your customers, keeping you informed throughout the life cycle of the claim.

EFFECTIVE CLAIMS SOLUTIONS

- Working with you to ensure claims handling is tailored appropriately
- Each claim will have a nominated claims handler to manage the claim from beginning to end
- Focused on settling claims as quickly and as fairly as possible
- Responding to new claims notifications within three hours and delivering action plans within 48 hours, advising next steps and agreed progress updates.

EXPRESS CLAIMS HANDLING

We express handle suitable construction, engineering and renewable energy claims worth up to £5,000. This means that we aim to conclude settlement within 24 hours² of receipt of the required information to validate the policy cover, and make payment by your customers' preferred methods.

²core working hours are Monday to Friday, 9am to 5pm

IN-HOUSE LOSS ADJUSTING SERVICE (LAS) AND EXTERNAL LOSS ADJUSTERS

- Providing you and your customer with a fast, efficient service and offering impartial advice to agree the best course of action for each claim
- Face-to-face assessments carried out onsite by specialist construction adjusters
- Our LAS team has instant access to RSA underwriting teams and policy details. They can make quick claim decisions and have the ability to authorise prompt claims payments to customers to help with cash flow for their business.

MAJOR AND COMPLEX CLAIMS – TYPICALLY EXCEEDING £100K IN VALUE

Claims above a certain size and complexity need a different, often project managed approach. Our Large and Major Loss claims handling team is made up of our most experienced claims specialists, with the skills to manage major events and protect your customers' financial and reputational interests.

CLAIMS SOLUTIONS FOR MULTINATIONAL INSURANCE PROGRAMMES

Through our global network of RSA offices and established network partners in over 170 countries and territories, your customers can be confident of trading wherever they choose to operate across the globe. And, wherever claims occur in the world, we'll help your customers get back on track quickly.



PRE-LOSS PLANNING AND ACCESS TO OUR RISK MANAGEMENT SERVICE

We will work with you and your customers to plan for serious losses with potential high impact to their businesses. Our technical claims specialists will consider a potential high-impact loss scenario and discuss how the policy may respond in the situation. They will also discuss what action we as an insurer may take and, if necessary, what risk controls could be taken to prevent the incident from happening.

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

"We have a really good relationship with the team."

"Very technical, easy to access and they provided detailed information."

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/construction-engineering-and-renewable-energy-claims

Email: construction.powerengineering@uk.rsagroup.com
Call: **0330 102 4026**