

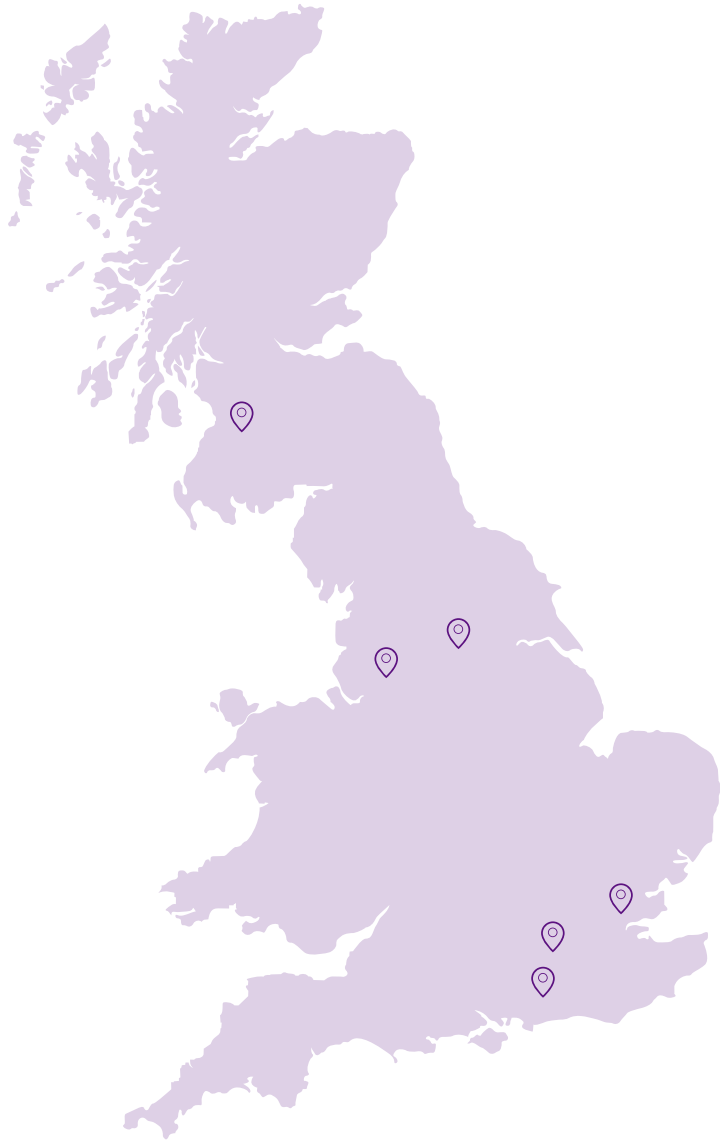


When the worst happens  
our claims teams are  
here to help.

RSA's contact details



# Commercial Claims handling sites



## Glasgow

- Accident and Health
- ProFin

## Manchester

- Commercial Property
- Employers and Public Liability injury (inc. Real Estate and Risk Managed Overseas)
- Third Party Public Liability and Product non-injury (inc. Real Estate and Risk Managed), UK and Overseas
- Construction, Engineering and Renewable Energy
- Major Injury and Damage
- Marine

## Halifax

- Commercial Motor (non injury)
- Commercial Motor (injury)

## Chelmsford

- Aggregate Management
- Delegated Authority finance
- MI
- Co-Insurance
- Major Damage
- Reinsurance

## London

- Marine

## Horsham

- ProFin
- Accident and Health
- Major Injury and Damage
- Disease, Environmental and Abuse

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

## Before

- We invest time to get to know your customers and what is important to them. Then we utilise joined-up thinking, involving everyone from underwriters to claims handlers through to risk managers at pre-tender stage. This allows us to explore the full range of our capability and be fully prepared
- Even before any incident occurs, we'll meet with you and your customer to gather information and intelligence.
- This allows us to run scenario tests on how we'll respond and work in collaboration. With this in place, your customer can rest assured that we're ready to go in the event of a claim
- The Claims Account Management (CAM) team will work closely with you to understand what is important so that we can deliver a tailored claims solution to improve the overall customer journey.

## When

- Our Claims teams are focused on settling your customer's claims as quickly and as fairly as possible through processes like our express handling
- A nominated and experienced claims handler will take clear ownership of each claim from start to finish with rapid referral to the right experts and specialists from our knowledgeable in-house teams and extensive supplier network partners
- We operate to agreed service standards but with a tailored approach to each claim to meet the customer's needs.

## After

- Discuss, together with the customer, how to avoid recurrence and agree how we can use the lessons learned from the claim to improve risk management and avoid future incidents
- You and your customers will have access to a suite of Management Information to help show the profile of claims across their business
- We analyse claims history to identify trends and share this information with you and your customers.



## Commercial property claims

### To notify us of a new Commercial Property claim or enquire about an existing one:

Tel: 0330 102 4100

Email: [promise.propertyclaims@uk.rsagroup.com](mailto:promise.propertyclaims@uk.rsagroup.com)

Address: RSA, Property Claims,  
PO Box 256, Wymondham NR18 9DQ

### Commercial Property Team Leaders

Bethany Webber

Tel: 0161 332 1119

Email: [bethany.webber@uk.rsagroup.com](mailto:bethany.webber@uk.rsagroup.com)

Susan Spencer

Tel: 0161 332 1176

Email: [susan.spencer@uk.rsagroup.com](mailto:susan.spencer@uk.rsagroup.com)

### Major Loss and Construction Unit Loss Adjusting Leader

Carol Bowie

Tel: 07770 324 726

Email: [carol.bowie@uk.rsagroup.com](mailto:carol.bowie@uk.rsagroup.com)

### Loss Adjusting Service Business Unit Leader

Andy Richardson

Tel: 07831 385 945

Email: [andy.richardson@uk.rsagroup.com](mailto:andy.richardson@uk.rsagroup.com)

### Commercial Property - Emergency Out of Hours Support

Tel: 0330 102 4100

### Emergency Glass Replacement Service

Tel: 0345 111 0437

## Construction, engineering and renewable energy (CE&RE) claims

### To notify us of a new CE&RE claim or enquire about an existing one:

Tel: 0330 102 4026

Email: [construction.powerengineering@uk.rsagroup.com](mailto:construction.powerengineering@uk.rsagroup.com)

Address: RSA, Property Claims, PO Box 256, Wymondham NR18 9DQ

### CE&RE Team Leader

Angela Hawksworth

Tel: 0161 333 8767

Email: [angela.j.hawksworth@uk.rsagroup.com](mailto:angela.j.hawksworth@uk.rsagroup.com)

### Major Loss and Construction Unit Loss Adjusting Leader

Carol Bowie

Tel: 07770 324 726

Email: [carol.bowie@uk.rsagroup.com](mailto:carol.bowie@uk.rsagroup.com)

### Did you know?

- At RSA, we express handle suitable Commercial Property and CE&RE claims up to £5,000. This means that your customers provide us with simple but important information to validate the policy cover. We aim to conclude settlement as quickly as possible, making payment by their preferred method
- RSA Claims Online portal gives you access to the latest Commercial Property and CE&RE claims information for a better service to your customer
- With a comprehensive geographical spread across the UK, our in-house Loss Adjusting Services team (LAS) delivers a fast and efficient claims experience through tailored loss adjusting solutions.

# Real estate and risk managed property claims, UK and Overseas

## To notify us of a new Real Estate claim or enquire about an existing one:

Tel: 01245 274 470

Email: [real.estateteam@uk.rsagroup.com](mailto:real.estateteam@uk.rsagroup.com)

Address: RSA, 17 York Street, Manchester, M2 3RD

### Team Leader

Adam Rigby

Tel: 0161 385 7275

Email: [adam.rigby@uk.rsagroup.com](mailto:adam.rigby@uk.rsagroup.com)

## To notify us of a new Risk Managed claim or enquire about an existing one:

Tel: 01245 274 111

Email: [global.claimsunit@uk.rsagroup.com](mailto:global.claimsunit@uk.rsagroup.com)

Address: RSA, 17 York Street, Manchester, M2 3RD

### Team Leader

Adam Rigby

Tel: 0161 385 7275

Email: [adam.rigby@uk.rsagroup.com](mailto:adam.rigby@uk.rsagroup.com)

### Did you know?

- RSA has a global network of offices and established network partners in more than 170 countries and territories. Your customers can therefore be confident of trading wherever they choose to operate across the globe. We'll help them get back on track quickly, wherever the claim occurs in the world
- By operating centrally controlled policy and claims tracking via our dedicated Information Platform, we can monitor every single transaction, including claims progress and remittance.

# Third party liability, damage and products (TPPD) - non injury claims inc. Real Estate and Risk Managed

## To notify us of a new TPPD claim or enquire about an existing one:

Tel: 0330 102 4257

Email: liabilityclaims.manchester@uk.rsagroup.com

Address: RSA, Third Party Liability, Damage and Products Claims, PO Box 256, Wymondham NR18 9DQ

### Team Leader

Claire Davies

Tel: 0161 333 8657

Email: claire.z.davies@uk.rsagroup.com

## Risk Managed - To notify us of a new TPPD claim or enquire about an existing one:

Tel: 0330 102 4257

Email: liabilityclaims.manchester@uk.rsagroup.com

Address: RSA, Third Party Liability, Damage and Products Claims, PO Box 256, Wymondham NR18 9DQ

### Team Leader

Claire Davies

Tel: 0161 333 8657

Email: claire.z.davies@uk.rsagroup.com

## Real Estate - To notify us of a new TPPD Real Estate claim or enquire about an existing one:

Tel: 01245 274 470

Email: real.estateteam@uk.rsagroup.com

Address: RSA, 17 York Street, Manchester, M2 3RS

### Team Leader

Adam Rigby

Tel: 0161 385 7275

Email: adam.rigby@uk.rsagroup.com

## Real Estate and Risk Managed overseas claims - To notify us of a new TPPD claim or enquire about an existing one:

Tel: 0330 102 4257

Email: Liability.Overseas@uk.rsagroup.com

Address: RSA, Third Party Liability, Damage and Products Claims, PO Box 256, Wymondham NR18 9DQ

### Team Leader

Claire Davies

Tel: 0161 333 8567

Email: claire.z.davies@uk.rsagroup.com

### Did you know?

- RSA is one of the few insurers to have a distinct and separate TPPD claims team: you can be confident you are dealing with highly skilled experts who understand the risks involved and who ensure there are strong controls in place
- To ensure minimum disruption to your customer's business, we express handle suitable TPPD claims and our aim is to conclude settlement as quickly as possible, once we receive all required information making payment by their preferred method.

# Employers' liability (EL) and public liability (PL) - injury claims inc. Risk managed and Real Estate

## **To notify us of a new EL and PL - injury (including Short Tail) claim or enquire about an existing one:**

Tel: 0330 100 6479

Email: [promise.injuryclaims@uk.rsagroup.com](mailto:promise.injuryclaims@uk.rsagroup.com)

Address: RSA Care, PO Box 256, Wymondham NR18 9DQ

### **Team Leaders**

Angela Meats

Tel: 0161 235 3230

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Steve Fallows

Tel: 0161 235 3199

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Sally Bone

Tel: 0161 235 3025

Email: [sally.z.bone@uk.rsagroup.com](mailto:sally.z.bone@uk.rsagroup.com)

## **Real Estate and Risk Managed Overseas claims - To notify us of a new EL and PL - injury claims or enquire about an existing one**

Tel: 0330 100 6479

Email: [Liability.Overseas@uk.rsagroup.com](mailto:Liability.Overseas@uk.rsagroup.com)

Address: RSA Care, PO Box 256, Wymondham NR18 9DQ

### **Team Leader**

Steve Fallows

Tel: 0161 235 3199

Email: [steve.z.fallows@uk.rsagroup.com](mailto:steve.z.fallows@uk.rsagroup.com)

### **Did you know?**

- Using fraud analytics tools we can detect fraudulent claims: your customers can be reassured that fraudulent claims will not have an adverse impact on their claims experience
- RSA Claims Online portal gives you access to the latest EL and PL claims information for a better service to your customer.

# Professional indemnity (PROFIN) and financial line claims

**To notify us of a new ProFin or Financial Line  
claim or enquire about an existing one:**

## **Horsham**

Tel: 01403 232304

Email: [profin.claims@uk.rsagroup.com](mailto:profin.claims@uk.rsagroup.com)

Address: RSA, Professional & Financial Risks Claims  
- PO Box 509, Horsham, West Sussex, RH12 1WS

## **Glasgow**

Tel: 0141 285 8059

Email: [profinglasgow.claims@uk.rsagroup.com](mailto:profinglasgow.claims@uk.rsagroup.com)

Address: 191 West George Street, Glasgow G2 2LD

## **Unit Leaders**

Jacqueline Donald

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Email: [jacqueline.donald@uk.rsagroup.com](mailto:jacqueline.donald@uk.rsagroup.com)

Miles Penfold

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Email: [miles.penfold@uk.rsagroup.com](mailto:miles.penfold@uk.rsagroup.com)

Julie Goodchild

Tel: 01403 235 381

Email: [julie.goodchild@uk.rsagroup.com](mailto:julie.goodchild@uk.rsagroup.com)

## **Did you know?**

- Our in-house team of experts work closely with our solicitors and adjusters. They will use the combined knowledge and skills to bring about the best possible resolution for your customers whether by way of defence, negotiation or settlement
- In addition to Professional Indemnity, the team handles claims from the whole financial risks portfolio including: Cyber, D&O, Charity and Trustees, Assurance, Crime, Employment Practices Liability and Legal Indemnities



## Accident and health (A&H) claims

### To notify us of a new A&H claim or enquire about an existing one:

Tel: 0330 102 4093

Email: [claims.accidentandhealth@uk.rsagroup.com](mailto:claims.accidentandhealth@uk.rsagroup.com)

Address: RSA, St Marks Court, Horsham, West Sussex, RH12 1XL

### Unit Leader

Emma Taylor

Tel: 01403 231 106

Email: [emma.taylor@uk.rsagroup.com](mailto:emma.taylor@uk.rsagroup.com)

### Did you know?

- Our A&H team has integrated assistance from our service providers, Healix and Drum Cussac, who help our customers risk manage their business travel prior to departure, and assist if something goes wrong while travelling
- A&H offers a Travel Assistance App which provides education, alerts and information on medical and security risks around the world, as well as instant access to our security and healthcare professionals, 24/7
- For all baggage claims, if the following five details are provided, the claim will be settled within 24 hours: policy cover details, claim circumstances, details of the items being claimed, payee details and claimant details.

## Commercial motor claims

### To notify us of a new Commercial Motor claim:

Tel: 0330 100 0565

Email: [promise.motorclaims@uk.rsagroup.com](mailto:promise.motorclaims@uk.rsagroup.com)

### To enquire about an existing Commercial Motor claim:

Tel: 0330 100 0565

Email: [motor.claims@uk.rsagroup.com](mailto:motor.claims@uk.rsagroup.com)

### Emergency Windscreen Repair

Tel: 0800 783 4695

### Emergency Out Of Hours Assistance

Tel: 0330 102 4203

### Team Leaders

Amanda Chilcott (Third Party claims / Liability)

Tel: 01422 861952

Email: [amanda.z.chilcott@uk.rsagroup.com](mailto:amanda.z.chilcott@uk.rsagroup.com)

Donna Whearty

Tel: 01422 325 891

(First Party claims & new claims)

Email: [donna.whearty@uk.rsagroup.com](mailto:donna.whearty@uk.rsagroup.com)

Andrew Bruce

Tel: 01422 388 512

(First Party claims & new claims)

Email: [andrew.bruce@uk.rsagroup.com](mailto:andrew.bruce@uk.rsagroup.com)

### Did you know?

- Our network of approved repairers can provide commercial courtesy vehicles up to 3.5 tonnes
- The RSA Claims Online portal gives you access to the latest commercial motor claims information for a better service to your customer.

# Marine claims

**London Market Hull, London Market Cargo, Regional Cargo, Transportation and Recoveries Claims**

**To notify us of a new Marine claim or enquire about an existing one:**

Tel: 0161 235 3161

Email: marine.claims@uk.rsagroup.com

## **Hull Portfolio Claims Leader**

Steven Davis

Tel: 0207 337 5927

Email: steven.davis@uk.rsagroup.com

## **Cargo and Freight Portfolio Leader**

Kaye Williams

Tel: 0161 235 3850

Email: kaye.williams@uk.rsagroup.com

### **Did you know?**

- The fast track facility for Cargo claims speeds up the consideration and settlement process, with essential and limited information required, to bring the claim to a satisfactory conclusion. Response within 48 hours, payment within five days of receipt of documents.

# Disease and environmental claims

**To notify us of a new claim or enquire about an existing one:**

Please note that Liability policies written on or before 31/12/2005 are now legally owned and managed by Mercantile Indemnity Company Ltd, a member of the Enstar Group, and the claim handling is managed by Pro-Global. RSA has retained ownership of Liability policies written from 2006.

## **For policies written on or before 2005**

### **Asbestos:**

Tel: 0207 068 8351

Email: asbestos.newclaims@pro-global.com

### **Abuse Claims:**

Tel: 0207 068 8353

Email: abuse.admin@pro-global.com

### **Short Tail (NIHL/VWF):**

Tel: 0207 068 8350

Email: disease.claims@pro-global.com

### **Did you know?**

- Using our own internal Policy Investigations team, we can actively investigate and seek to confirm cover at the earliest point of a claim.

## **For policies 2006 onwards**

### **Abuse claims:**

Steven Cockram

Email: steve.cockram@uk.rsagroup.com

### **Asbestos claims:**

Steven Cockram

Email: promise.injuryclaims@uk.rsagroup.com

### **Team Leader (Asbestos/Abuse)**

Vanessa Jamieson

Tel: 01403 238 768

Email: vanessa.jamieson@uk.rsagroup.com

**To notify us of a new NIHL/VWF claim or enquire about an existing one:**

Tel: 0330 100 6479

Email: promise.injuryclaims@uk.rsagroup.com

### **Team Leader (NIHL/VWF)**

Alan Howard

Tel: 0161 235 3419

Email: alan.howard@uk.rsagroup.com

## Legal expenses - Motor claims

**In the event of a claim, please contact our motor claims team will appoint our uninsured loss recovery partner:**

Phone: 0330 100 0565

Email: [promise.motorclaims@uk.rsagroup.com](mailto:promise.motorclaims@uk.rsagroup.com)

### Did you know?

- Legal expenses insurance provides access to justice by providing legal costs for claims made for uninsured recoveries following a motor accident, which may include personal injury, policy excess and other heads of damages.

## Legal expenses - Non-motor claims

**Arc Legal Assistance are our support partner for Commercial Legal Expenses Insurance (LEI) and will provide:**

- Customer support via an advice helpline
- Claim notification via an online portal.

Claims can be made by contacting the Claims Notification and Advice Line numbers contained in policy wordings, please have the policy number, current schedule and policy booklet reference or scheme reference available. The Advice Line continues to be serviced by Lyons Davidson who will forward any claim notification to the LEI provider.

Otherwise, in the event of a claim, please contact:

### Arc Legal Assistance

Address: Lodge Lane, Langham, Colchester CO4 5NE

Phone: 0344 770 9000

Email: [claims@arclegal.co.uk](mailto:claims@arclegal.co.uk)

### Did you know?

- Legal expenses insurance facilitates access to law and justice by providing legal advice and covering legal costs of a dispute, regardless of whether the case is brought by or against the policyholder. Depending on the national rules, legal protection insurers can also represent the policyholder out-of-court or even in-court.
- Cover may include advice and representation in relation to employment tribunals, prosecution under various health and safety legislations, property disputes, taxation issues, data protection breaches, pursuit of bodily injury compensation, contract disputes and jury service/witness attendance allowance.

# Claims Account Management Team

## Head of Claims Account Management

Trish Kent  
Tel: 01403 234725  
Mob: 07733 133923  
Email: trish.kent@uk.rsagroup.com

**If you have a regional issue that you need to discuss or escalate then please contact the Regional Claims Account Manager:**

## Scotland, North West & North East

Debra Keating  
Tel: 0161 235 3199  
Mob: 07827 553106  
Email: debra.keating@uk.rsagroup.com

## South East

Richard Daisley  
Tel: 01403 232374  
Mob: 07785 720871  
Email: richard.daisley@uk.rsagroup.com

## Midlands and the West

Helen Hanson  
Tel: 0344 725 1257  
Mob: 07834 943964  
Email: helen.hanson@uk.rsagroup.com

## London and East Anglia

Tim Boxall  
Tel: 01403 234846  
Mob: 07770 704383  
Email: tim.boxall@uk.rsagroup.com

## Delegated Business

Neil Cann  
Tel: 01403 231739  
Mobile: 07768 235388  
Email: neil.cann@uk.rsagroup.com

Richard Daisley  
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Mob: 07785 720871  
Email: richard.daisley@uk.rsagroup.com

## London Market

Toni Meeking  
Mobile: 07825 280319  
Email: toni.meeking@uk.rsagroup.com

Louise Molloy  
Tel: 01403 231037  
Mobile: 07747 475131  
Email: louise.y.molloy@uk.rsagroup.com



For more information, please visit  
[rsainsurance.co.uk/why-rsa/claims](https://rsainsurance.co.uk/why-rsa/claims)