

What are the key differences between Benchmark and Access RSA?

We have refreshed our Property Owners, Office, and Shop (Retail) products. Detailed comparison documents will be available in the useful documents sections of Access RSA, or from your account manager.

Access RSA is a brand new platform and will look and feel different, but works in a similar manner to Benchmark. Based on feedback from our brokers, we have added some great new functionality such as direct debit, and edocs.

Is the product offering the same?

All our products have been refreshed. Please refer to the product comparison sheets for full details.

What about credit terms and commission?

Your credit terms and commission will remain the same as for Benchmark.

How do I logon to Access RSA?

You can logon to Access RSA at <https://accessrsa.rsagroup.ie>. You will need your user name and password to login. All Benchmark users will be sent new logon details in advance of the system going live.

Do I need training?

Access RSA has been designed to be user friendly and intuitive, so you won't need any formalised training. Following the launch of Access RSA you will be able to register for a webinar demonstration of the system and user guides are available in the useful documents section of the system. Should you have any question regarding Access RSA, please contact the RSA Online Services Team on +353 1 299 5200.

Where can I find the user guides?

The user guides are available within the Useful Documents sections of Access RSA, which you can access by clicking the link in the footer with the system.

Who do we call if we have technical or system queries?

You should contact the RSA Online Services team on +353 1 299 5200 (previously the Benchmark support number) for any Access RSA or Benchmark queries.

Will we still be able to use Benchmark?

You should continue using Benchmark for MTAs on existing policies up to their renewal. They will then become available on Access RSA. Following Access RSA going live, you will no longer be able to generate new business quotes on Benchmark. Accepted quotes on Benchmark up to this date are valid for 30 days and can still be bound on Benchmark.

How do I set up a login?

To request your login detail please complete the user set up form by clicking the link in the email you received from RSA. If there are additional users in your office who are not currently set up on Benchmark, please forward the link to them so that they can request access.

How do I change my password?

When you first login you will be asked to change your password. You can change your password at any stage after this by clicking the "Change Password" link in the footer within Access RSA.

If you have forgotten your password, use the forgotten password link on the login screen and follow the instructions.

I entered my password incorrectly three times and my account is locked. How can I get it unlocked?

For security reasons your account will temporarily be locked after entering your password incorrectly three times. You should wait 20 minutes and your account will automatically be unlocked. You don't need to take any action.

Can I login from any PC?

Yes, you can sign in to Access RSA from any PC by going to <https://accessrsa.rsagroup.ie>.

Can I get Commercial Combined quotes on this system?

Commercial Combined quotes are not available through Access RSA. For quotes please email enterprise@ie.rsagroup.com.

How do I set up direct debit on Access RSA?

You can set up direct debit for any policy on the payment screen in Access RSA. You will need to include the insured's IBAN and BIC when incepting cover. There is no need to complete any paper forms.

Please note that if you select "credit account" as the method of payment when binding cover you will not be able to set up direct debit on this policy until the policy's renewal date.