What is a OneTouch claim?

OneTouch*

A SME Package OneTouch claim, is a claim lodged and finalised on the first point of contact between the Broker and Vero.

Claims up to $10,000 can be lodged and settled within 15 minutes via OneTouch on the phone or via email.

Submitting a OneTouch claim

For a claim to be eligible for OneTouch you will need to provide the below:

- Policy Number.
- Date of loss.
- Location of loss.
- Detailed description of loss including details of what has been affected.
- A quote or invoice needs to be available to quantify loss.
- A report from a qualified repairer has been obtained for building and fusion claims.
- For tenant claims, a rental agreement should be available for review of liability.

- Insured has proof of ownership.
- Insured's premium must be paid and cover must apply for loss.
- ABN & ITC% confirmed.
- Settlement preference:
  - EFT details must be provided on lodgement, or
  - Cheque can be provided if EFT details are not available during the lodgement call or email.
- All documentation must be available for submission when lodging the claim as it may be requested to be sent to Vero.

Examples of OneTouch Claims

The Insured accidently dropped their iPhone at work.

The Insured is covered for accidental damage both at the home and away from home.

Specifics of the phone need to be provided (e.g. storage, colour, model type) along with proof of ownership and a quote/invoice for cost of replacement from apple.com.au.

Vero will request salvage of the item.

EFT details provided on lodgement or insured would like a cheque.

You can submit a OneTouch claim on behalf of your SME client.

An employee has accidentally broken a glass door whilst cleaning.

Accidental damage is covered under the Insured's policy and the Insured has already repaired the damage.

The Insured has an invoice for the repair and the cost is under $10,000.

EFT details provided on lodgement or insured would like a cheque.

You can submit a OneTouch claim on behalf of your SME client.

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