



Vero Broker Hub

User Guide – March 2019



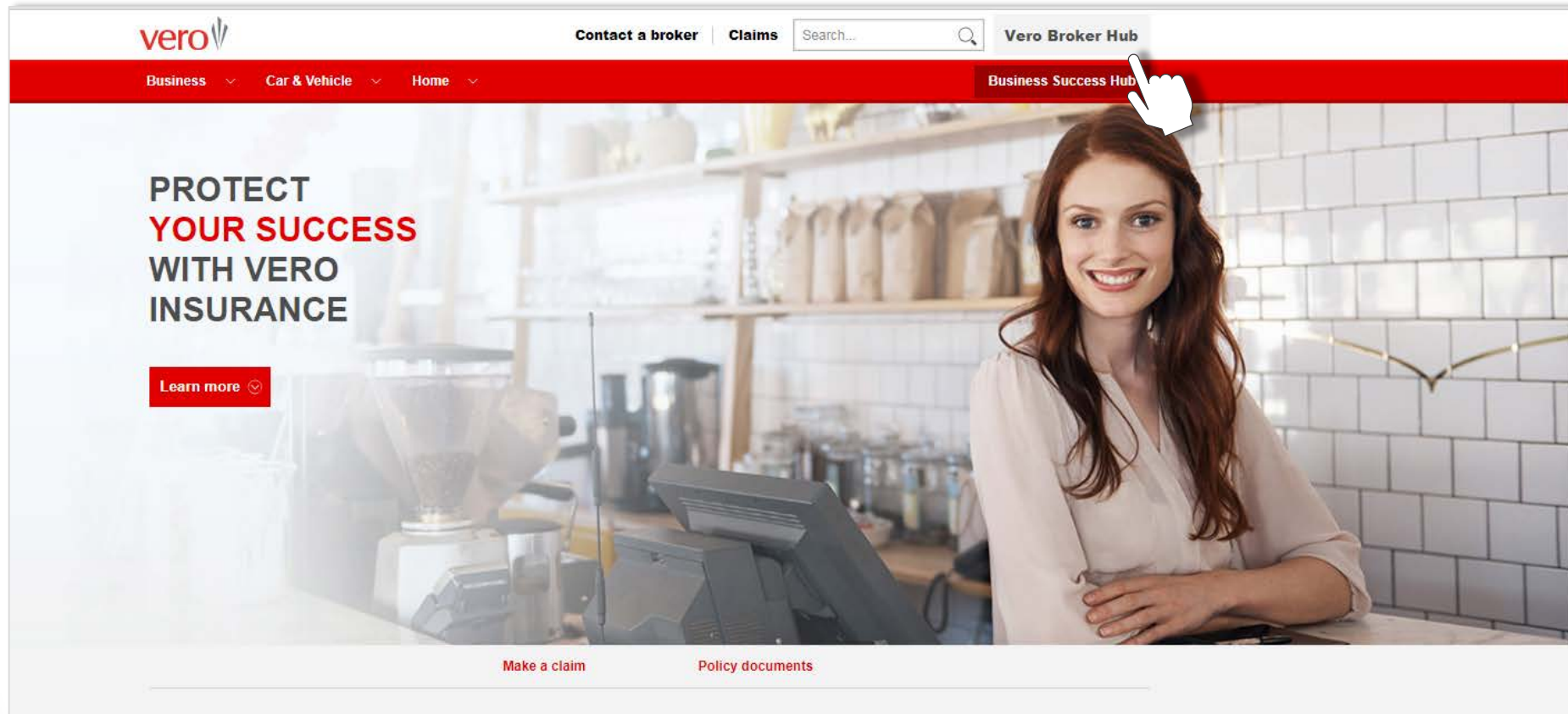


As part of our ongoing commitment to your success, we have created a dedicated section on the vero.com.au website for our broker partners.

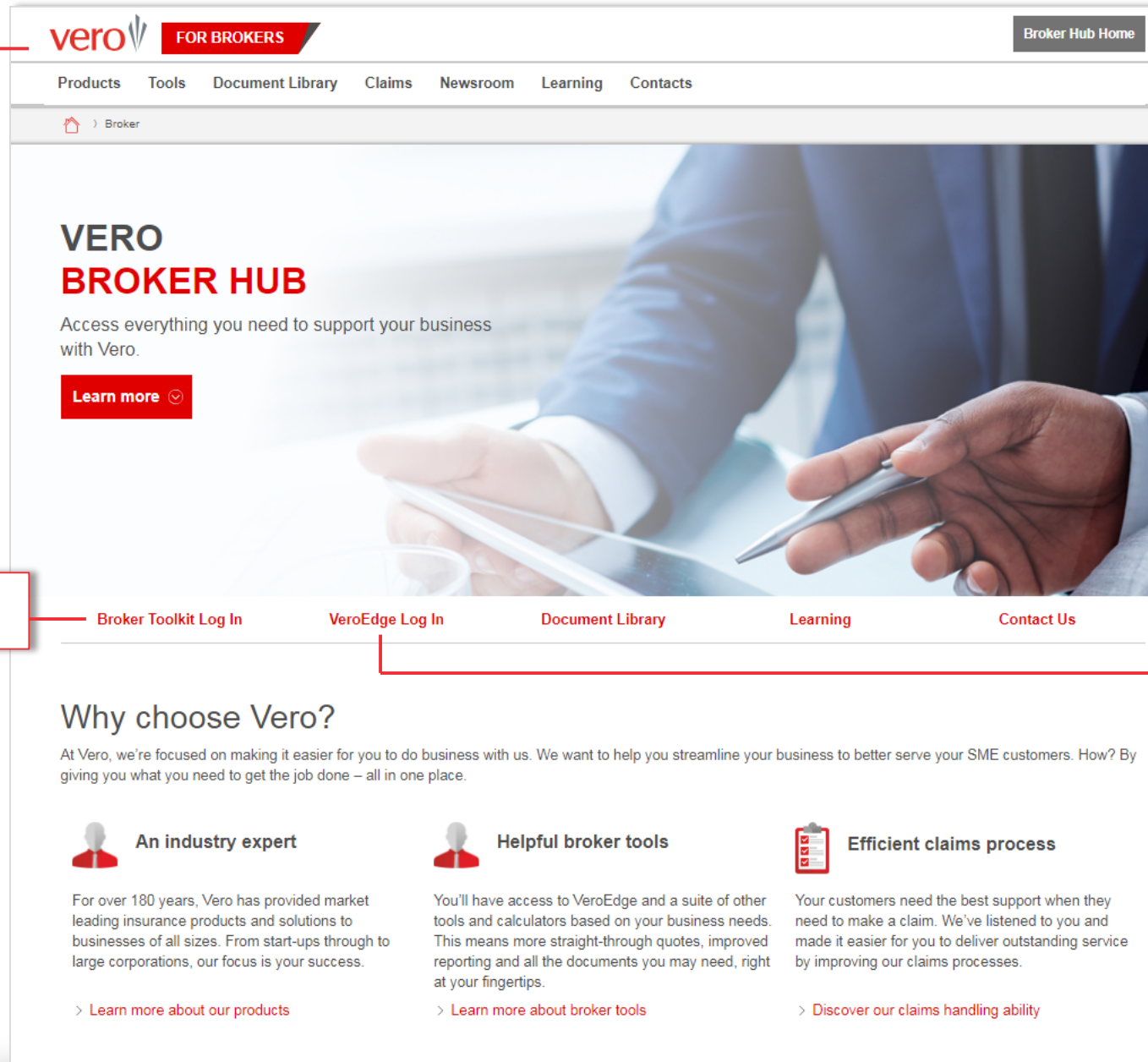
The **Vero Broker Hub** has been designed to make it easier for you to get access to up-to-date information and the tools you need to support your business and better serve your domestic, SME and corporate customers.

How to access the Vero Broker Hub

- Type in vero.com.au/broker on your browser, or
- Go to vero.com.au and click on Vero Broker Hub



Broker Hub Homepage



Return to vero.com.au

Return to Broker Hub homepage

Quick link to log in to quote tools & calculators

Quick link to log in to VeroEdge

Vero Broker Hub Homepage (cont.)

The screenshot shows the Vero Broker Hub homepage layout. At the top, there are two main content blocks: 'SME Insurance Index' and 'Veracity'. The 'SME Insurance Index' block includes a sub-header, a paragraph of text, and a 'Find out more' button. The 'Veracity' block includes a sub-header, a paragraph of text, and a 'Learn more' button. To the right of these blocks is a 'Latest Broker News' section with two news items, each with a date and a small graphic. Below the news items is a list of links: 'SME Insurance Index', 'Veracity', and 'News and Insights'. In the center of the page is a large red banner for 'Faster claims for your customers'. The banner contains text about an efficient claims process, a 'Learn more' button, and a graphic of a stopwatch showing '15 minutes* with onetouch'. Below the banner is the Vero logo. At the bottom of the page is a red navigation bar with several sections: 'Contact Vero', 'Broker Toolkit Log In', 'VeroEdge Log In', 'Resources & Guides' (with sub-links for 'Document Library', 'VeroEdge SME Packages', and 'VeroEdge Workers Comp'), and 'Helpful Links' (with sub-links for 'Make a Claim', 'Our Products', and 'Suncorp Learning Campus'). The footer includes the Vero logo, a navigation menu with 'Home', 'Broker Hub', 'Online Terms', 'Privacy', and 'Sitemap', and a copyright notice.

Quick link to log in to quote tools & calculators

Quick link to log in to VeroEdge

Quick link back to Vero Broker Hub homepage

Contact Vero

Broker Toolkit Log In
VeroEdge Log In

Resources & Guides
Document Library
VeroEdge SME Packages
VeroEdge Workers Comp

Helpful Links
Make a Claim
Our Products
Suncorp Learning Campus

Quick links to VeroEdge SME & Workers Comp Packages information and resource materials

Broker Toolkit access

At Vero, we're focused on making it easier for you to do business with us. That's why we've developed a suite of tools and calculators based on your business needs. This means more straight-through quote occupations and business rules, fewer referrals and faster turnaround times. Explore your options below by logging on.

The image shows two overlapping screenshots. The top one is the VeroEdge homepage, featuring a 'Launch VeroEdge' button and a 'Broker Toolkit' section with a 'Log in to access the Broker Toolkit' button. The bottom screenshot is the Vero Broker Hub homepage, with a 'Broker Toolkit Log In' button highlighted by a red box. A red arrow points from the 'Log in to access the Broker Toolkit' button to the 'Broker Toolkit Log In' button.

- You can access VeroEdge SME Packages & VeroEdge Workers Compensation via:

- ✓ Quick link on Vero Broker Hub homepage
- ✓ Quick link on Vero Broker Hub footer
- ✓ Vero Broker Hub Tools page

A red navigation bar with four sections: 'Contact Vero', 'Broker Toolkit Log In' (with a 'VeroEdge Log In' link below it), 'Resources & Guides' (with links to Document Library, VeroEdge SME Packages, and VeroEdge Workers Comp), and 'Helpful Links' (with links to Make a Claim, Our Products, and Suncorp Learning Campus). A red arrow points from the 'Broker Toolkit Log In' section to the right.

- Log in with your **existing VeroCentral credentials**

Once logged in, you will have direct access to the Tools page of VeroCentral, displaying the suite of tools relevant to your business

The image shows the VeroCentral login page. It features the Vero logo at the top right, a 'Welcome to verocentral' heading, and a login form with fields for 'Username:' and 'Password:', and a 'Login' button. A 'Notice to all users' box is present, along with links for 'Not a User?', 'Forgot Username?', and 'Forgot Password?'.

VeroEdge access

The screenshot shows the Vero Broker Hub homepage. At the top, there is a navigation bar with 'Products', 'Tools', 'Document Library', 'Claims', 'Newsroom', 'Learning', and 'Contacts'. Below this is a 'Broker Tools' section with a sub-header 'Helpful tools and resources for brokers.' The main content area features a large banner for 'VERO BROKER HUB' with the text 'Access everything you need to support your business with Vero' and a 'Learn more' button. Below the banner is a navigation bar with 'Broker Toolkit Log In', 'VeroEdge Log In', 'Document Library', 'Learning', and 'Contact Us'. The 'VeroEdge Log In' button is highlighted with a red box. Below the navigation bar is a red footer section with four columns: 'Contact Vero', 'Broker Toolkit Log In' (with 'VeroEdge Log In' highlighted), 'Resources & Guides', and 'Helpful Links'. The 'VeroEdge Log In' button is also highlighted in this footer section.

• You can access VeroEdge SME Packages & VeroEdge Workers Compensation via:

- ✓ Quick link on Vero Broker Hub homepage
- ✓ Quick link on Vero Broker Hub footer
- ✓ Vero Broker Hub Tools page
- ✓ Your Broker Management System via Sunrise

• Log in with your *existing VeroEdge credentials*

The screenshot shows the Vero login page. At the top right is the Vero logo. Below it is a 'Login here' section with two input fields: 'User Name/Email Address' and 'Password'. Below the 'Password' field is a link that says 'Forgot password? Click on the link from Vero Central login page'. A red 'Login' button is positioned to the right of the 'Password' field. Below the login form is a dark grey box with the text 'Need Access?' and a paragraph: 'This is a secure section of our website for authorised users only. To gain access you must be a registered user. Please contact your Vero BDM representative.' At the bottom of the page, there is a footer with 'About Vero | Contact us' and 'Copyright © 2010 AAI Limited ABN 48 005 297 807 AFSL 230859 trading as Vero Insurance'.

VeroEdge resources

- Access information, FAQ's and user guides for VeroEdge SME Packages and VeroEdge Workers Compensation via a link on the Tools page

The screenshot shows the 'Broker Tools' section of the Vero website. The navigation bar includes 'Products', 'Tools', 'Document Library', 'Claims', 'Newsroom', 'Learning', and 'Contacts'. The breadcrumb trail is 'Home > Broker > Tools'. The main heading is 'Broker Tools' with a subtext 'Helpful tools and resources for brokers.' Below this is a section titled 'Doing business is easier with Vero' with a paragraph explaining the platform's benefits. A red-bordered box highlights the 'VeroEdge' section, which includes a 'Launch VeroEdge' button and a link to 'VeroEdge resources, training guides and materials'. Another red-bordered box highlights the 'Workers Compensation' tab in the navigation area. A large red arrow points from this box to the right-hand screenshot.

The screenshot shows the 'VeroEdge' page for Workers Compensation. The navigation bar is the same as the left screenshot. The breadcrumb trail is 'Home > Broker > Tools > VeroEdge'. The main heading is 'VeroEdge' with the subtext 'Our online platform, developed with your help.' Below this is a navigation bar with 'SME Packages' and 'Workers Compensation' tabs. A red-bordered box highlights the 'Workers Compensation' tab with the text 'Click on the tab to access Workers Comp-specific resources'. Below the tabs is a section titled 'SME Packages on VeroEdge' with a paragraph and a 'Launch VeroEdge' button. To the right of this section is a vertical list of resource links: 'Features and Benefits', 'Information Guide', 'Sunrise User Guide', 'Quick Reference Guide', and 'FAQs'. At the bottom, there is a video player with the text 'Doing business is faster, simpler and better wi...' and a play button.

Products page

vero **FOR BROKERS** Broker Hub Home

Products Tools Document Library Claims Newsroom Learning Contacts

Broker > Insurance Products

Our Products

Supported by over 180 years of experience, Vero provides market leading insurance products and solutions to businesses of all sizes.

SME Packages

- Business Insurance**
> [More about Business Insurance](#)
- Mobile Business**
> [More about Mobile Business](#)
- Motor Trades Insurance**
> [More about Motor Trades Insurance](#)
- Professional Services Insurance**
> [More about Professional Services Insurance](#)
- Retail Services Insurance**
> [More about Retail Services Insurance](#)
- Tax Audit Insurance**
> [More about Tax Audit Insurance](#)
- Not for Profit Organisations Insurance**
> [More about Not for Profit Organisations Insurance](#)

Forms and documents
Learn more about Vero's SME Packages by viewing the policy documents.
> [View the policy documents](#)

Quick link to Document Library after each product category

vero Contact a broker Claims Search... Vero Broker Hub

Business Car & Vehicle Home Business Success Hub

Small to Medium Business Insurance Business Insurance

Business Insurance

We'll take care of your business so you can take care of your customers.

[Contact an insurance broker](#)

[Make a claim](#) [Policy documents](#)

What's included in Vero Business Insurance?

The Vero Business Pack can be tailored to suit small to medium sized businesses in most industries. We offer a broad range of covers and options, allowing you and your broker to design the policy that best suits your business.

- Business Insurance**
Vero Business Insurance offers a broad range of core covers to suit most businesses, as well as more specialised covers to suit the individual needs of small to medium businesses.
[Contact an insurance broker](#)
> [View the policy documents](#)
- Core covers:**
 - ✓ public & products liability
 - ✓ **business interruption**, with optional cover for additional increased cost of working
 - ✓ **property damage**
 - ✓ **theft**
 - ✓ **glass**
 - ✓ **money**
 - ✓ **portable and valuable items**, including both **specified items and unspecified items**
 - ✓ **goods in transit**
- Specialised covers:**
 - ✓ **management liability**, including optional cover for employee dishonesty
 - ✓ **equipment breakdown**, with optional cover for deterioration of stock
 - ✓ **tax probe**
 - ✓ **commercial motor**

Document Library

- Find policy documents, forms, brochures and guides categorised by Product category and document type.
- Access claims forms via dedicated Claims category.

vero **FOR BROKERS** Broker Hub Home

Products Tools **Document Library** Claims Newsroom Learning Contacts

Home > Broker > Document Library

Policy Documents

Select the Insurance category and product type to find the relevant Product Disclosure Statement (PDS), brochure or application form.

SME Packages

Documents for Business Insurance, Mobile Business, Motor Trade, Professional Services, Retail Services, Tax Probe Plus and NFPO Public Liability Insurance.

- + Policy Documents
- + Forms

Commercial Motor

Documents for Motor-Fleet, Non-Fleet Motor and Heavy Vehicle Insurance.

- + Policy Documents
- + Forms
- + Brochures & Guides

Construction & Engineering

Documents for Engineering and Equipment Breakdown, Contract Works and Legal Liability, and Home Warranty Insurance.

- + Policy Documents
- + Forms
- + Brochures & Guides
- + Loss Bulletin

Skip to:

- SME Packages**
- Commercial Motor
- Construction & Engineering
- Corporate Property & Liability
- Personal Insurance
- Professional & Financial Risk
- Workers Compensation
- Claims

STILL LOOKING?

If you can't find the document you're looking for, please contact your local Vero representative.

Contact Vero

Anchor links take you to each product category without having to scroll down the page



vero **FOR BROKERS** Broker Hub Home

Products Tools **Document Library** Claims Newsroom Learning Contacts

Home > Broker > Document Library

Policy Documents

Select the Insurance category and product type to find the relevant Product Disclosure Statement (PDS), brochure or application form.

SME Packages

Documents for Business Insurance, Mobile Business, Motor Trade, Professional Services, Retail Services, Tax Probe Plus and NFPO Public Liability Insurance.

- **Policy Documents**
 - PD\$, SPD\$ and Updates
 - Vero Business Insurance PDS
 - Vero Mobile Business Policy PDS
 - Vero Motor Trade Insurance PDS
 - Vero Professional Services Insurance PDS
 - Vero Retail Services Insurance PDS
 - Vero Tax Probe Plus Policy Wording
 - Vero Not-for-Profit Organisations Public & Products Liability Insurance Policy Wording
- **Forms**
 - Not-for-Profit-Organisations Public and Products Liability Insurance Application Form

Skip to:

- SME Packages**
- Commercial Motor
- Construction & Engineering
- Corporate Property & Liability
- Personal Insurance
- Professional & Financial Risk
- Workers Compensation
- Claims

Claims page

- Find out more about Vero's enhanced claims service and how to make a claim, so it's easier for you to deliver positive customer experiences during the moments that matter.

vero **FOR BROKERS** [Broker Hub Home](#)

[Products](#) [Tools](#) [Document Library](#) [Claims](#) [Newsroom](#) [Learning](#) [Contacts](#)

[Home](#) > [Broker](#) > [Claims](#)

Claims

A faster workflow for you, a positive experience for your customers.

We understand that support is critical for your customers when they make a claim. That's why we're making the entire experience as seamless and efficient as possible.

Settle certain claims in 15 minutes* with OneTouch

We listened to your feedback and improved our claims process by introducing OneTouch.

OneTouch means certain SME and Home Property claims (up to \$10K) can be processed in as little as 15 minutes at your very first point of contact with Vero if we do not require any further information. It's just one of the ways we're making your job easier.

[Find out more](#)

A personalised approach to claims

If we need more information about your claim, we'll assign a Client Manager to the case to whom you'll have direct phone access. They will help gather any extra information you need to finalise the claim.

With extra people on the ground, Vero is more responsive than ever before.

[Contact Us](#)

Supporting you and your clients when disaster strikes

Vero responds to catastrophic events in an efficient, professional and practical way. Our Mass Assessment Centres field large scale motor claims enquiries quickly. They are supported by an Australia-wide claims team, providing knowledgeable and empathic advice to customers.

[Find out more](#)

Newsroom

- Stay up-to-date with the latest Vero news and insights, read past issues of Veracity, our broker newsletter, and the SME Insurance Index.

The image displays four overlapping screenshots of the Vero website, illustrating the layout and content of the Newsroom, Veracity newsletter, and SME Insurance Index.

- Top Left Screenshot (Newsroom):** Shows the main navigation menu (Products, Tools, Document Library, Claims, Newsroom, Learning, Contacts) and the Newsroom header. Below the header, there are several article cards with titles like "Event season – Are you and your clients prepared?" and "Warren Tickle Award winner for 2018 announced at NIBA convention". A "Load more articles" button is visible at the bottom of this section.
- Top Middle Screenshot (Veracity):** Shows the Veracity newsletter header and a grid of newsletter editions, including "Veracity - December 2018 edition", "Veracity - October 2018 edition", "Veracity - August 2018 edition", "Veracity - May 2018 edition", "Veracity - February 2018 edition", and "Veracity - September 2017 edition". Each edition has a "Read more" button.
- Bottom Left Screenshot (Newsroom):** Shows a detailed view of the Newsroom page with a "Newsroom" header and a grid of article cards. A "Read More" button is located at the bottom of this section.
- Bottom Right Screenshot (SME Insurance Index):** Shows the SME Insurance Index page with a header, a search bar, and a list of articles. A "Load more articles" button is visible at the bottom of this section.

Red lines connect the "Load more articles" button in the Veracity screenshot to the "Read more" buttons in the Newsroom and SME Insurance Index screenshots, indicating the flow of content and the availability of more information.

Learning

- Access information on market-leading educational resources, designed exclusively for our broker partners and offered via the Suncorp Learning Campus.

The screenshot shows the 'vero FOR BROKERS' website. The navigation menu includes Products, Tools, Document Library, Claims, Newsroom, Learning, and Contacts. The breadcrumb trail is 'Home > Broker > Learning'. The main heading is 'Suncorp Learning Campus' with a sub-heading: 'Market-leading educational resources designed exclusively for Suncorp Intermediated Distribution Partners.' Below this is a section titled 'Partnering with you in education' which includes a paragraph of text and two links: '> Program Summary' and '> Payment Process'. The next section is 'Tailor your learning experience' featuring six provider cards: Australian Institute of Management, Beverley Bradley, Harvard ManageMentor, Kaplan, Phuel, and Sales ITV. Each card contains a brief description and a link to a brochure.

Download Program Summary and Payment information

Snapshot of what each education provider can offer your business

Contacts

- Access National, State and Workers Compensation contact details in one central location.

Contact Us
Our expert team is here to help with your Vero enquiries.

National Contacts State Contacts Workers Compensation

National Contacts

Claims

New Claims

📞 1300 888 073	Fax 1300 066 150	Address GPO Box 346 Sydney NSW 2001
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✉️ lodgclaim@vero.com.au

Existing Claims

📞 1300 888 073	Fax 1300 066 950	Address GPO Box 346 Sydney NSW 2001
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✉️ claims@vero.com.au

SME Packages

📞 1300 888 071

✉️ austbrokers.sme@vero.com.au
✉️ lcna.sme@vero.com.au
✉️ independent.sme@vero.com.au
✉️ internationals.sme@vero.com.au
✉️ steadfast.sme@vero.com.au

Systems Support

📞 1800 632 196

✉️ systemsupport@suncorp.com.au

Personal Insurance

CI Insurance 📞 1800 112 481 ✉️ clsales@ciinsurance.com.au	CIL Remittance ✉️ gremittance@suncorp.com.au	Vero Personal Insurance 📞 1300 361 028 ✉️ veropersonal@suncorp.com.au
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Workers Compensation (National Contact)

📞 1300 132 604

✉️ giopoloty@gio.com.au

Vero Credit Control

📞 1300 132 746	Fax 07 3031 2186	Address IPC 40231 GPO Box 1453, Brisbane QLD 4001
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✉️ verocreditcontrol@suncorp.com.au

Contact Us
Our expert team is here to help with your Vero enquiries.

National Contacts State Contacts Workers Compensation

State Contacts

Australian Capital Territory

Key Underwriting Corinne Richardson Executive Manager, Commercial & Consumer Underwriting 📞 02 8121 1792 ✉️ corinne.richardson@suncorp.com.au	State Sales Manager Yusuf Alexander 📞 02 8121 1722 ✉️ yusuf_alexander@vero.com.au
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New South Wales

Key Underwriting Corinne Richardson Executive Manager, Commercial & Consumer Underwriting 📞 02 8121 1792 ✉️ corinne.richardson@suncorp.com.au	State Sales Manager Yusuf Alexander 📞 02 8121 1722 ✉️ yusuf_alexander@vero.com.au
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Northern Territory

Key Underwriting Brian McFadyen Manager, Commercial & Consumer Underwriting 📞 08 8205 5903 ✉️ brian_mcfadyen@vero.com.au	State Sales Manager Jim Cocks 📞 08 8205 5166 ✉️ jim_cocks@vero.com.au
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Queensland

Key Underwriting Ryan Houston Executive Manager, Corporate & Risk Managed 📞 07 3135 4428 ✉️ ryan.houston@suncorp.com.au	State Sales Manager Peter Roberts 📞 07 3135 4450 ✉️ peter_roberts@vero.com.au
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South Australia

Key Underwriting Brian McFadyen Manager, Commercial & Consumer Underwriting 📞 08 8205 5903 ✉️ brian_mcfadyen@vero.com.au	State Sales Manager Jim Cocks 📞 08 8205 5166 ✉️ jim_cocks@vero.com.au
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Contact Us
Our expert team is here to help with your Vero enquiries.

National Contacts State Contacts Workers Compensation

Workers Compensation Contacts

Australian Capital Territory

Workers Comp Underwriting Rita Lamb 📞 02 8281 8801 ✉️ rlamb@gio.com.au	Workers Comp State Manager Stephen Loomes 📞 02 8121 3551 ✉️ stephen.loomes@suncorp.com.au
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Workers Comp Claims

Rita Lamb
📞 02 8281 8801
✉️ rlamb@gio.com.au

New South Wales

Workers Comp Underwriting ICare 📞 13 44 22 ✉️ underwriting.operations@icare.nsw.gov.au	Workers Comp Claims ICare 📞 13 77 22 ✉️ nevoclaims@emi.com.au GIO 📞 131010 ✉️ woclaimnsw@gio.com.au Address GIO - Agent for the NSW WorkCover Scheme GPO Box 1464 Sydney NSW 2001
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Northern Territory

Workers Comp Underwriting Debbie Portier 📞 08 9320 3686 ✉️ dporter@gio.com.au	Workers Comp State Manager Llewellyn Jones 📞 08 6188 0962 ✉️ llewellyn.jones@suncorp.com.au
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Workers Comp Claims

📞 08 6188 0960
📞 1300 684 462
✉️ woclaimnt@gio.com.au

Contact your local Vero representative

- If you need assistance in finding information, tools or resources
- If you have suggestions about how we can further improve the Vero Broker Hub and your online experience – your feedback is important to us!

Thank you