

Quick Claims

Leveraging automation to improve your claims experience



Introducing a streamlined claims experience.

We continue to look for ways to improve the claims experience for you and your clients to deliver Best-In-Class Service.

Introducing our Quick Claims Process. We have explored exciting technologies and have implemented a new way of managing your claims. Our enhanced capabilities now allow us to automate our processes to provide you the best outcome. We value your time and in doing so, we will minimise contact with you and will prioritise communicating via email¹. That's why we encourage you to have everything ready for your claim and provide as much detail as possible to ensure your claim is settled via this process.

And this is only the beginning of our automation journey. We are excited to continue to increase the scope to enhance and offer you best-in-class service.

Quick points:

- The Quick Claim process applies to claims of up to \$15,000 lodged online and by email
- For simple claims, we will minimise contact with you up until the claim is paid¹
- Automated claim pathing to ensure your claim is reviewed by the right person

"Very happy with the process, quick, easy and efficient!!"

Paula Fitzpatrick, Country Mile Insurance Brokers

Benefits:

- ✓ Express settlements
- ✓ Small claims are dealt with by us so you can focus on your clients
- ✓ Claims lodged online will receive a claim number within 4 hours of lodgement²
- ✓ We will keep you informed via Online status updates²

¹ Our contact with you may include, but not limited to: new claim acknowledgment letter, finalisation letter, cash settlement fact sheet, confirmation of EFT details etc.

² Only available for Commercial Property and Specialty claims, excludes Motor and Home claims. Only available for claims lodged Online.

³ Subject to change dependant on the claim circumstances.



Lodge your next claim here

"Quick Turnaround"

Anthony, ADC Insurance Brokers

What we need from you:

Each claim is measured on its own merits and therefore, the documentation requirements may vary from claim to claim³.

- ✓ Policy number
- ✓ Date of loss and approximate time of loss, if known
- ✓ Location of the loss
- ✓ Detailed description of the loss including details of what has been affected
- ✓ A quote or invoice to quantify loss
- ✓ A report from a qualified repairer for building and machinery breakdown claims
- ✓ Insured's premium must be paid, and cover must apply for loss
- ✓ ABN & ITC% confirmed
- ✓ For a quick settlement, EFT details can be provided on lodgement

The above documents and information must be available when lodging your claim. We may also require that you provide further documentation to Vero.

"We are very impressed with the new online lodgement process. We lodge a claim electronically at 10:59am – with the claim form, repairers report, photos and invoice provided – and the claim settlement was received at 1:21pm the same day. This was a very impressive outcome for both us and our client."

Adroit Insurance & Risk, Vic