

Frequently asked questions



Frequently asked question	What to do
Where do I enter my contact details for referrals?	Navigate to the ' Referral messages ' page using the left-hand navigation menu. Enter your personal contact details.
Can I add general comments on the schedule?	General comments cannot be added through VeroEdge directly. Contact Underwriting via Referral messages . If acceptable, general comments will be added as a special endorsement and will appear on the Endorsements page.
Can I refer a quote or policy to Vero if the status is Declined?	No. Review the quote and confirm details are correct.
How do I adjust broker commission?	Go to Premium page and click Adjust commission . You can select the required action for both motor and non motor risks. The premium will recalculate when you click on OK .
How do I get policy documents emailed to me automatically?	Navigate to the Documents page, check the Email all documents for this policy box . This action will be required for every policy.
How do I add a discount?	Go to Premium page and click Adjust premium . A discount may be given subject to minimum premiums and the authority granted to your broking office.
How do I add a stamp duty exemption?	Attach the stamp duty exemption certificate in the Documents page. Navigate to the Insured page and request a Stamp duty exemption for the insured.

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How do I request a certificate of currency?	There are two ways: through the print option in your BMS or by viewing the policy in VeroEdge, navigate to the Documents page and click on Request documents . In VeroEdge you can request liability only, and other single risk CoCs as well as future dated COCs.
Do I need to select 'No' for every policy section not required?	No. Section required fields can be left blank if not required.
Are there any changes to VeroEdge workers compensation?	When VeroEdge packages goes live, you will note the following changes to workers compensation: <ul style="list-style-type: none"> • "Qantas Acquire" will become "Qantas Business Rewards" • the Check Acceptability button will now become Validate • minor style, labelling and formatting changes
Where do I get help?	For all VeroEdge enquiries (excluding technical system support), please contact your relevant Vero representative. For technical assistance and support, please call 1800 632 196 .