

GIO workers compensation via VeroEdge – key changes and FAQ

Quick Reference Guide

What is changing?

New renewal and renewal alteration functionality on VeroEdge for GIO workers compensation. This means brokers can conduct full policy life cycle management for both Vero Packages and GIO workers compensation in VeroEdge.

When does the change take effect?

From 27 February 2018 certain policies expiring on or after 30 March 2018 will be available for renewal in VeroEdge.

Which policies will be impacted?

Policies with an expiry date on or after 30 March 2018 will be available to renew in VeroEdge approximately 6 weeks prior to renewal if they are:

- ▼ conventional (ie not burners or CED)
- ▼ WA, ACT, Tasmania and NT risks
- ▼ up to \$100,000 in policy premium
- ▼ 12 months in policy term
- ▼ both single and multiple ANZSICs
- ▼ policies with extensions
- ▼ not part of a scheme.

How will I know when renewal terms are ready?

Policies imported into VeroEdge/Sunrise

You will be notified that your renewal is ready for processing by an interim Renewal Report via email.

Policies already in VeroEdge

You will be notified that your renewal is ready for processing by the normal Ebix renewal reporting.

Frequently asked question	What to do
When will I know a renewal is ready in VeroEdge?	Each Tuesday you will receive an emailed report listing all renewals either ready to import into your broker management system (BMS) or available in Vero Central to renew.
Why can't I see my renewal?	<ul style="list-style-type: none"> ▼ Policy is not yet in renewal term. ▼ Policy not eligible for VeroEdge. ▼ Underwriter is reviewing the policy.
How do I get policy documents emailed to me automatically?	You will need to provide your e-mail address on the Policy Documents and Attachments page and tick the "Email all documents for this policy" box.
Can I delete an ANSZIC?	Yes, first add the new ANSZIC and then delete the old one. Ensure you do this in the same transaction to avoid triggering a referral due to creating a multi ANSZIC policy.
How do I process actual wages for a prior term that is not in VeroEdge?	Send the completed declaration form and documents to the underwriters to process.
How do I update previous insurer claim information?	Create a referral and upload documents to VeroEdge.
What does the calculate button do?	This button calculates the new premium and displays this on VeroEdge.
Where do I get help?	For all VeroEdge enquiries (excluding technical system support), please contact your relevant Vero or GIO representative. For underwriting and policy matters, contact your usual workers compensation underwriter or call 1300 132 604. For technical assistance and support, please call 1800 632 196.

GIO workers compensation – renewals and wage adjustments

Processing a renewal

1. Find the policy in your BMS.
2. Select “Renew Risk Details”
3. Update risk information and wages/worker estimates (if required)
4. Attach Wages Estimates Declaration
5. Validate and Finalise in your BMS

Adjusting wages

1. Access policy’s prior term in your BMS
2. Select “Modify”
3. Update actual wages and number/type of workers
4. Attach Actual Wages Declaration
5. Validate and Finalise in your BMS

ANZSIC / Wages details

2006 ANZSIC
Takeaway Food Services (4512)

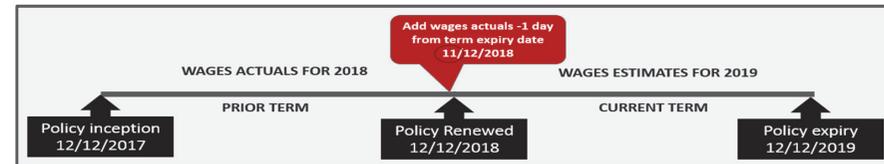
1993 ANZSIC
Takeaway Food Retailing (5125)

Estimated wages for the term: \$35,000
Number of workers: 15

Worker details (must match the totals above)

Worker type	Estimated wages	Number of workers	Name
General workers (incl. contractors)	\$35,000	15	

Buttons: Add workers, Edit selected row, Remove selected row, OK



Workers Compensation Policy Details

Policy No.	Quote Ref.	Mode	Stage	Status	Term Start	Term End	Effective	Gross Premium
WCA007368824	IDP000000282	Incomplete	Alteration	Draft	12/12/2017	12/12/2018	11/12/2018	Calculate

Policy details

Wages declaration transaction

For non wage declaration amendments:

Buttons: Validate, Suspend, Cancel, Return to BMS

Estimated wages for the term: \$500,000
Number of workers: 5

Worker details

Actual wages for the term: \$600,000
Number of workers: 6

Worker type	Estimated wages	Number of workers	Name	Actual wages	Number of workers
General workers (incl. contractors)	\$500,000	5		\$600,000	6

Policy No.	Quote Ref.	Mode	Stage	Status
WCT007328258	IDP000001651	Incomplete	Renewal	Acceptable
WCT007328258	IDP000001672	Finalised	Policy	Issued