

onetouch



A OneTouch Claim is a claim that is lodged, paid and finalised on the first touch point between the Broker and Vero.



A OneTouch Claim can potentially be lodged and paid within 15 minutes.



For a claim to be considered for OneTouch we require the information under 'What we need from you' listed below.

< 10k

The OneTouch Process applies to claims lodged via phone or email and in some situations claims can be accepted up to \$10,000.

What we need from you:

- ✓ Policy number.
- ✓ Date of loss.
- ✓ Location of loss.
- ✓ Detailed description of loss including details of what has been effected.
- ✓ 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 with your office when lodging the claim, some documentation may be requested to be sent to Vero.

Examples of OneTouch:

Example A



Insured has accidentally dropped their iPhone whilst at work. Insured has cover for accidental damage both at the home and away from home.

Specifics of phone has been provided (e.g. GB, colour, model type).

Insured has replacement quote/invoice or cost can be sourced on www.apple.com.

Insured has proof of ownership.

Vero will request salvage of the item.

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

Claim can be OneTouched.

Example B



Insured has accidentally broken their glass door while doing some house work.

Accidental damage is covered under the policy and the Insured has already had the repairs completed and has an invoice for the repairs.

Repairs are under \$10,000.

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

Claim can be OneTouched.

Example C



Insured or Third Party has accidentally impacted the Insured's front fence while reversing their vehicle.

Insured has a repair quote/invoice and images of the damage to the fence.

Repairs are under \$10,000.

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

Claim can be OneTouched.