

Complaints Webform

User Guide and FAQs



What is Webform?

The complaints webform has been created as an additional way for brokers to lodge complaints with Vero in line with new complaint handling regulations.

How can I access Webform?

You can access Webform from the Contacts page on the Vero broker hub.

What do I need to do?

When you receive a customer complaint in relation to Vero products or services, lodge it via the webform. This guide will show you how. Remember, all complaints need to be submitted to Vero, even if they were resolved on the spot.

What happens when I submit a complaint?

You will receive a complaint acknowledgement and Vero will manage and finalise the complaint within the required timeframes.

What if I have attachments?

If you have any supporting documents, or extracts from your broker system, don't use the webform and instead please lodge the complaint by email to claims@vero.com.au

What if I have questions?

Please contact your local Vero representative.

Brand *

1

Choose your organisation the following list of options.

Customer (Complainant) Details

Who is the complaint being lodged for. This could be the Insured, a third party or Primary contact of the claim or policy.

First Name *

2

First name of who the complaint is being lodged for (i.e. the Insured, a third party or Primary contact of the claim or policy). If the policy or claim is held in a Business name, ensure you include this in the Complaint description field.

Last Name *

Last name of who the complaint is being lodged for i.e. the Insured, a third party or Primary contact of the claim or policy.

Small Business ?

Yes

3

Small Business is classed as a business with less than 100 staff.

Customer (Complainant) Preferred Contact Method *

4

Only one preferred contact method for the complainant entered above is required. Preference is for phone or email to avoid delays in responding.

Phone Number Email Mail Address

1

Please select Vero from the drop down box.

2

Please enter the full name of the customer making the complaint.

3

A business customer is considered a small business if they have 100 staff or less. Click this box if this applies.

4

Select the customer's preferred contact method. Only one is required. Once selected, a new field will open for you to enter the details.

Complaint Related To *

5

Choose what the complaint relates to. If the complaint relates to the customer's claim, choose claim. If the complaint is in relation to the customer policy or product, choose policy/product.

Insurance Product *

6

Choose which type of insurance product the claim or policy relates to.

Date of Complaint *

7

Complaint Description *

8

Desired Outcome *

9

5 The drop down box will present two options. If the complaint is related to a claim, please select the claim option. For all other complaints, please select the Product / Policy option. You will then be asked to enter the claim or policy number.

6 From the drop down box, please select **Commercial Insurance**.

7 The date of complaint will auto populate to the current date.

8 Enter a complaint description, add the following if applicable:

- Details of the insured name
- Special assistance requirements (e.g. Interpreter, language)
- Additional support requirements
- Vulnerability criteria

9 When entering desired outcome, make sure it's clear if the complaint has been resolved or if it is still open. If already resolved, please provide actions taken.

External Party Details (Enter your details)

Person lodging the complaint on behalf of the complainant.

Associated Party *

10

Broker/Broker Authorised Representative



Choose the option that most appropriately describes your relationship to complainant and complete the required information.

Name of Brokerage *

11

Cluster/International/Independent Group Name

12

Manage Communication With Customer *

Choose whether you will manage the ongoing communication with the Customer regarding this complaint

13

Yes No

10 From the drop down box, please select **Broker/Broker Authorised Representative**.

11 Please enter the name of your brokerage in this field.

12 Please enter what group you are affiliated with, or if you are an Independent.

13 If you want to manage communications with your customer, select 'Yes'. If you would prefer for Vero to manage communications for claims related complaints with your customer, select 'No'.

Contact Name *

Phone

Email *

14

Ensure you provide a valid email address for acknowledgement of complaint submission.

Mail Address Line 1 *

Mail Address Line 2

Mail Address Line 3

Suburb *

15

State *

Postal Code *

Captcha

 I'm not a robot  reCAPTCHA
Privacy - Terms

16

Submit

14 Enter details of the contact person for the Complaint. If you would like to remain contact, enter your name and email address (mandatory) and phone number (optional).

15 Enter your mailing address. The **postcode** field is especially important, as this helps us to identify the best area to manage your complaint.

16 Once details are complete, tick the Captcha and hit submit.