

# Online Claims Lodgement

Vero's online claims form is easy to use and can take less than 5 minutes to complete. Plus, they are mobile and smart device-friendly so you can lodge a new claim via desktop, mobile or smart device.

## Benefits of lodging online

- Receive a Vero claim number within minutes for valid Commercial Property and Specialty claims<sup>1</sup>
- Digital claims have the fastest response rate for Commercial Property claims, our average response time is 5 business hours<sup>2</sup>
- The ability to track the progress of your claim via digital status updates<sup>3</sup>
- A digital copy of your submission will be provided via your nominated email address
- Or, the Insured can complete the online claim form and the Broker will receive a digital copy via email.

<sup>1</sup>Instant claim number is available for all Commercial Property and Specialty claims.

Home and Motor claims are excluded for instant claim number but can still be lodged online.

<sup>2</sup>This information is current as at 01/06/2022.

<sup>3</sup>Status updates are available for Commercial Property and Specialty claims (excludes Home & Motor).

**"I submitted a new claim electronically at 2:46PM, got approved at 4:07PM. Very, very happy with this process"**

Benji, Regional Insurance Brokers QLD

## How to lodge online

1. Visit [vero.com.au/claims](https://vero.com.au/claims)
2. Find the appropriate claim form for your insurance type
3. Fill out the digital form
4. Click 'Submit'

**For more information please visit [vero.com.au/broker/claims](https://vero.com.au/broker/claims)**

