

Ando Gradient Portal

Lodging a claim on the portal

gradient.ando.co.nz



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Lodging a claim – The basics

One of the core functionalities of the portal is the ability to directly lodge a claim in our system and view the status updates.

To start lodging a claim, click the **'Make a claim'** button in the main navigation menu.

The screenshot displays the Dragonite portal interface. On the left, a navigation menu includes buttons for 'Home', 'Get A Quote (Coming Soon)', 'Make a claim' (highlighted with a red box), 'Broker Admin', and 'Reports'. A callout box points to the 'Make a claim' button. The main content area shows 'Hello Dragonite,' and 'Active Claims: 75'. Below this, there are filters for 'Status' (Open Claims) and 'Assignee' (All), along with a search bar. A table lists active claims with columns: Action, Claim Number, Account Name, Broker Owner, Risk Description, Broker reference, Acceptance Status, Status, and Created Date. The table contains 17 rows of claim data. At the bottom, there are pagination controls: '← Previous', 'Page 1 out of 3', and 'Next →'. The Gradient logo is visible in the bottom left corner of the interface.

Action	Claim Number	Account Name	Broker Owner	Risk Description	Broker reference	Acceptance Status	Status	Created Date
	G-PER-C0131012	Indigo Plateau		Vehicle: Mini Cooper JDR182		In Review (WOP)		25/10/2022, 07:01 am
	G-LLO-C0131077	Cinnebar Island		Marine Commercial Hull		In Review (WOP)	Claim Handler Assigned	2/11/2022, 12:21 pm
	G-LLO-C0130996	Cinnebar Island		Marine Ship Repairers Liability		In Review (WOP)	Submitted	20/10/2022, 05:27 pm
	G-COM-C0131065	Saffron City		Property - 152 Whakakake Street Ta...		Yes	Additional Information Required	31/10/2022, 02:19 pm
	G-COM-C0131070	Saffron City	Eevee Ash	Property - 18 Tilby Drive Matua Bay ...	12435633	In Review (WOP)	Submitted	1/11/2022, 03:19 pm
	G-LLO-C0131021	Cinnebar Island		Marine Carriers Liability	test carriers liability	In Review (WOP)	Claim Handler Assigned	25/10/2022, 07:52 pm
	G-COM-C0131076	Saffron City		Property - 152 Whakakake Street Ta...		In Review (WOP)	Claim Handler Assigned	1/11/2022, 04:43 pm
	G-PER-C0131074	Indigo Plateau		House: 16 Glendale Road		In Review (WOP)	Submitted	1/11/2022, 04:41 pm
	G-PER-C0131075	Indigo Plateau		Contents: 16 Glendale Road		In Review (WOP)	Submitted	1/11/2022, 04:41 pm
	G-COM-C0131073	Saffron City	Bulbasaur Ash	Property - 60 Pavilion Drive Manger...	ASdfbgn	In Review (WOP)	Submitted	1/11/2022, 03:57 pm
	G-COM-C0131072	Saffron City	Bulbasaur Ash	Property - 152 Whakakake Street Ta...		In Review (WOP)	Claim Handler Assigned	1/11/2022, 03:48 pm
	G-PER-C0130950	Indigo Plateau		Contents: 16 Glendale Road		Yes	Claim Handler Assigned	18/10/2022, 02:27 pm
	G-COM-C0131069	Saffron City	Eevee Ash	Property - 18 Tilby Drive Matua Bay ...	12345	In Review (WOP)	Submitted	1/11/2022, 10:39 am
	G-COM-C0131017	Cinnebar Island		Marine Annual Declaration		In Review (WOP)	Submitted	25/10/2022, 04:31 pm
	G-COM-C0131063	Saffron City		Property - 152 Whakakake Street Ta...		In Review (WOP)	Submitted	31/10/2022, 12:58 pm

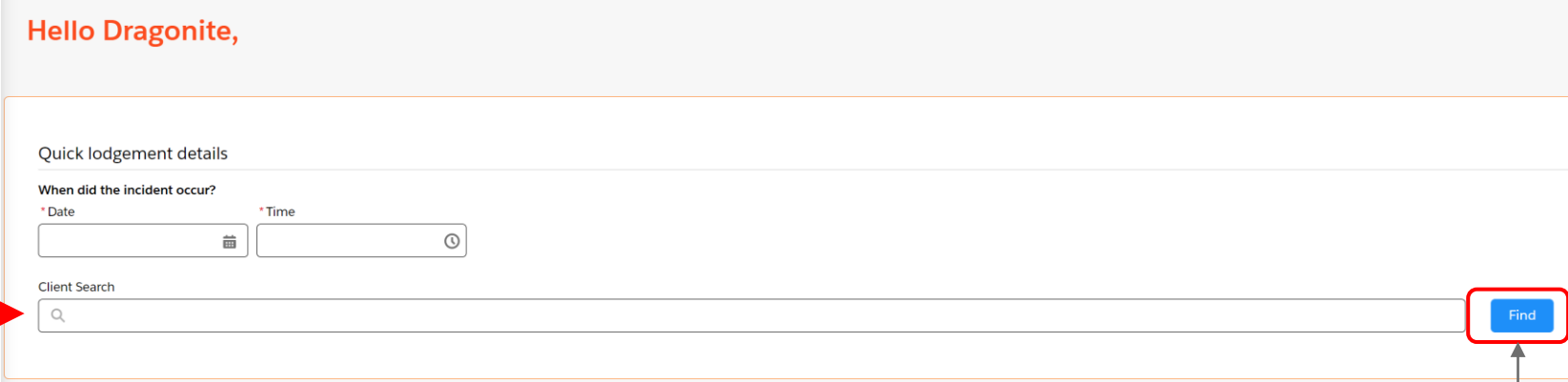
Lodging a claim – The basics

On this screen, you'll need to enter the **date of loss**, including the **time of day**, and then **search** for the client and policy number to lodge the claim against.

Search functionality

You can search for the client by entering:

- > their **name**,
- > their **policy number**,
- > their **address** (for home and contents claims), or
- > their **vehicle registration** (for personal lines motor policies or specified motor commercial policies).



The screenshot shows a web interface for 'Hello Dragonite,'. It features a 'Quick lodgement details' section with a 'When did the incident occur?' label. Below this are two input fields: '* Date' with a calendar icon and '* Time' with a clock icon. Underneath is a 'Client Search' section with a search bar containing a magnifying glass icon. A red arrow points from the list of search criteria to the search bar. To the right of the search bar is a blue 'Find' button, which is highlighted with a red rectangular box.

Once you've entered the required information, click '**Find**'.

Lodging a claim – The basics

A list of potential clients will be presented based on your search query.

Hello Dragonite, [? Get in touch](#) [↗](#)

Quick lodgement details

When did the incident occur?

* Date: 22/12/2021 * Time: 7:30 am

Client Search

Indigo Plateau [Find](#)

Account Name

Indigo Plateau [Select Client](#)

Once you've located the correct client, click the **'Select Client'** button to proceed.

Lodging a claim – The basics

After you select the client, you will be presented with a list of the policies held by Ando for the details you provided.

Hello Dragonite,

?

Get in touch

→

Quick lodgement details

Client Name

Indigo Plateau

Client Type

Personal Client

Select a different client

Policy Number	Risk Description	
PER-P0095234	House: 16 Pleasant Street	Create New Claim
PER-P0095234	Contents: 16 Pleasant Street	Create New Claim
PER-P0095234	Vehicle: Mitsubishi Delica ABC123	Create New Claim

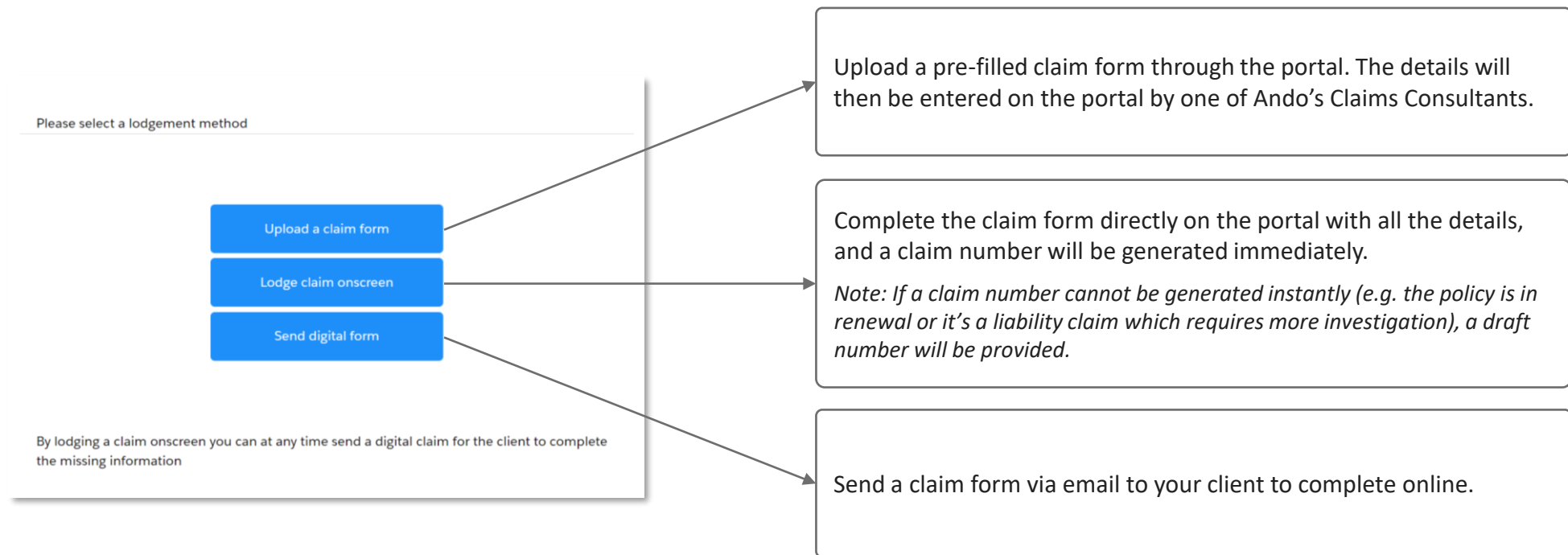
Can't find the Policy or Risk Number you're after? Click [here](#) to create a Claim for Indigo Plateau anyway, and we'll help you to find the correct details later.

Once you've found the correct policy and risk, click the **'Create New Claim'** to continue lodging a claim.



Three ways to lodge a claim

You'll be asked to choose a claim lodgement method from three available options.
The next sections will detail each of these lodgement methods.



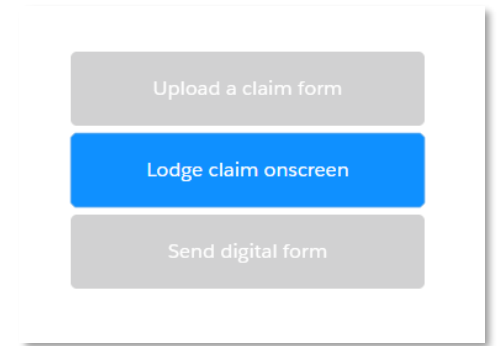
1. Lodge a claim using our online claim form – ‘Lodge claim onscreen’

Lodge a claim using our online claim form

Lodging a claim using our online claim form (**‘Lodge claim onscreen’**) is the most efficient way, as you will be filling in the details directly on the portal.

This means the relevant claim details can be sent to our suppliers immediately, leading to quicker acceptance and turnaround times on claims.

The questions on the form will vary by the type of claim, so we will only look at the main sections of the form.



Lodge a claim using our online claim form

On the **'Incident Details'** tab, you are required to enter the location of loss as well as a few key details about what happened.

Enter the address in the **'Search Address'** field to automatically populate the other address fields.

Tip: If asked, allow your browser to access your location to default the address search to New Zealand addresses.

All fields with red asterisks ***** are mandatory.

The screenshot displays the online claim form interface. On the left is a sidebar with navigation buttons: Home, Get A Quote (Coming Soon), Make a claim, Broker Admin, and Reports. The main content area shows a progress bar with tabs: Incident Details (selected), Claim Details, Liability/Fault, Triage Details, Declaration, Main Contact, and Confirmation. A red arrow points to the 'Incident Details' tab. Below the tabs, the form fields are as follows:

- Account ID: Indigo Plateau
- Policy Number: PER-P0095234
- Where did the incident take place? (Red box highlights this section):
 - * Search Address: 123 pleasant
 - * Street: 123 Pleasant Street
 - * City: Auckland
 - * Postal Code: 1061
 - Region: (empty)
 - Country: New Zealand
- * Please describe what happened: (text area)
- * Which best describes what happened? (dropdown menu with --None-- selected)

At the bottom of the form are two buttons: 'Send Claim Form to Client' and 'Next >'. The Gradient By Ando logo is in the bottom left corner.

A vertical stack of three buttons in a light gray box:

- Upload a claim form
- Lodge claim onscreen
- Send digital form

Lodge a claim using our online claim form

On the **'Claim Details'** tab, you are required to enter more information about the claim, including details of the items being claimed for.

Enter an item, vehicle, or vessel in the table.

Tip: You can click **'Send Claim Form to Client'** at any time if you would like your client to complete the rest of the form.

The screenshot shows the 'Claim Details' tab of an online claim form. A sidebar on the left contains navigation links: Home, Get A Quote (Coming Soon), Make a claim, Broker Admin, and Reports. The main content area is titled 'Hello Eevee,' and features a progress bar with 'Claim Details' as the active step. Below the progress bar, the 'Account ID' is 'Indigo Plateau'. The 'Add Claim Items' section includes a checkbox for 'Are you claiming for more than 3 items?'. A table titled 'Items' has columns for Name, Type, Description, Value, Age, and Purchased From. The first row contains 'Playstation', 'Other', 'PS5', '\$800.00', '4 to 6 months', and 'Noel Leeming'. Below the table, there are fields for 'What is the value of the claim?' (set to \$800.00), 'Is there any other policy in place?' (set to No), and 'Which authority was the loss reported to?' (with options: Fire, Police, MSA, Worksafe). At the bottom, there is a 'Send Claim Form to Client' button and navigation buttons for 'Previous' and 'Next'. Annotations include a red arrow pointing to the 'Claim Details' tab, a box around the 'Add Row' button, a box around the 'Are you claiming for more than 3 items?' checkbox, a box around the first row of the 'Items' table, and a box around the 'Send Claim Form to Client' button.

Upload a claim form

Lodge claim onscreen

Send digital form

If you are claiming for two or more items:

- > click **'Add Row'** to add in the details for the other items, or
- > check the box for **'Are you claiming for more than 3 items?'** if you prefer to upload a schedule of loss.

Home

Get A Quote (Coming Soon)

Make a claim

Broker Admin

Reports

Hello Eevee,

Claim Details

Liability/Fault

Account ID

Indigo Plateau

Add Claim Items

☐ Are you claiming for more than 3 items?

Items

Name	Type	Description	Value	Age	Purchased From
Playstation	Other	PS5	\$800.00	4 to 6 months	Noel Leeming

What is the value of the claim?

\$800.00

Is there any other policy in place?

☐ Yes ☒ No

Which authority was the loss reported to?

Available

Fire

Police

MSA

Worksafe

Chosen

Send Claim Form to Client

< Previous

Next >

Gradient By Ando

Lodge a claim using our online claim form

On the **‘Liability/Fault’** tab, you can enter third party details, including those you believe to be at fault.

Check the box **‘Is another party connected to the loss?’** to display the table and enter their details.

Home

Get A Quote (Coming Soon)

Make a claim

Broker Admin

Reports

Hello Eevee,

Liability/Fault

Triage Details

Declaration

Main Contact

Confirmation

☒ Is another party connected to the loss?

Connected party details

First Name	Last Name	Mobile	Email	Is this party at fault?	Insurance details
Adam	Sandler	021123456		<input type="checkbox"/>	

Send Claim Form to Client

< Previous

Next >

Upload a claim form

Lodge claim onscreen

Send digital form

Page 12

Lodge a claim using our online claim form

On the **'Triage Details'** tab, you can enter details of any steps you have taken to repair the damage or make the client safe so we can triage the claim appropriately.

Home

Get A Quote (Coming Soon)

Make a claim

Broker Admin

Reports

Hello Eevee,

✓

✓

✓

Triage Details

Declaration

Main Contact

Confirmation

Have you arranged for anything to be repaired or replaced since the incident occurred (e.g. locks, glass)?

Not yet.

Send Claim Form to Client

< Previous

Next >

Upload a claim form

Lodge claim onscreen

Send digital form

Gradient
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BETA

Page 13

ANDO

Lodge a claim using our online claim form

On the **'Declaration'** tab, you will see Ando Insurance Group's standard declaration. You will need to review and agree on behalf of your client.

Please tick the box noting your acceptance of the conditions.

Please also confirm your client's answers to these questions, which will vary slightly depending on the type of claim.

The screenshot shows the 'Declaration' tab of the online claim form. A red arrow points to the 'Declaration' tab in the top navigation bar. The form contains a 'Please Note' section with a list of conditions, a 'Signature(s) of Insured' section with a checkbox for acceptance, and three questions about previous claims, insurance refusals, and criminal convictions. The 'Next' button is highlighted in blue.

Please Note

- Ando Insurance Group Limited (and the underwriter) do not admit liability by the issue of this form.
- Any occurrence or claim must be notified to Ando Insurance Group Limited immediately.
- You must not incur any expenses without the written consent of Ando Insurance Group Limited.
- You must not make any admission of liability, offer of settlement, promise or payment without the written consent of Ando Insurance Group Limited.
- Failure to provide full and correct information could result in your claim being delayed or not being accepted by Ando Insurance Group Limited on behalf of the underwriter.
- Please retain damaged goods in case inspection is required.
- Please attach estimates in support of repairs as appropriate along with any other relevant documentation. Ando Insurance Group Limited administers your policy and provides claims handling services on behalf of the underwriter set out in your policy.

I/we

- Agree to provide any further information that may be required
- Understand that you require this personal information in connection with this claim and that it may be stored physically or electronically by you (Ando Insurance Group Limited), my insurance broker or any supplier (with whom you or my insurance broker have a contractual relationship);
- Authorise you and my insurance broker to disclose personal information associated with this claim to each other and other parties;
- Authorise you and my insurance broker to obtain from any other party personal information about me/us that you may consider to be relevant to this claim;
- Authorise you to add details of this claim to the database of the Insurance Claims Register (ICR) where it will be retained and available for other insurers to access;
- Authorise you to obtain from the ICR details of claims made by me/us;
- Understand that I/we have certain rights of access to and correction of personal information held by you, my insurance broker and the ICR;
- Understand that failure to provide all personal information requested by you or my insurance broker in relation to this claim may result in the claim being delayed or denied.

Signature(s) of Insured

I am the broker for the insured. I am authorised to act on behalf of the insured.

☐ I have read these conditions to the insured and I accept these conditions on the insured's behalf.

***Have you, your partner or anyone covered by this policy made any other claims relating to, or suffered any loss or damage in the last three years?**

☐ Yes ☐ No

***Have you, your partner or anyone covered by this policy had any insurance refused, cancelled, special terms imposed, renewal not offered or a claim declined in the last five years?**

☐ Yes ☐ No

***Have you, your partner or anyone covered by this policy had any criminal convictions not subject to the Criminal Records (Clean Slate) Act 2004?**

☐ Yes ☐ No

[Send Claim Form to Client](#) [< Previous](#) [Next >](#)

Buttons for uploading and lodging a claim form.

[Upload a claim form](#)

[Lodge claim onscreen](#)

[Send digital form](#)

Lodge a claim using our online claim form

On the **'Main Contact'** tab, you can indicate your communication preferences for the claim.

If you're the main contact for the claim, leave the box ticked. If not, you can add an alternative primary contact.

If the client is up to date on their premium, please ensure this box is ticked.

Click **'Save'** when you're ready to submit the claim form to Ando.

The screenshot shows the 'Main Contact' tab of the online claim form. A progress bar at the top indicates the steps: Make a claim, Broker Admin, Reports, Main Contact (active), and Confirmation. On the left, there are buttons for 'Make a claim', 'Broker Admin', and 'Reports'. The main form area contains sections for 'Broker Contacts' and 'Client Contacts'. The 'Broker Contacts' section has fields for First Name (Eevee), Last Name (Ash), Mobile, and Email address (eevee.ash@ando.co.nz). The 'Primary contact' checkbox is checked. The 'Client Contacts' section has fields for First Name (John), Last Name (smith), Mobile, and Email address (john@smith.co.nz). The 'Primary contact' checkbox is unchecked. Below these sections, there is a 'Broker reference' field with the value 'BR-3256', an 'Assign an owner from your brokerage for this claim' dropdown menu showing 'Eevee Ash', and an 'Additional Claim Comments' text area. There is also a section for 'Please upload any supporting documentation' with an 'Upload Files' button. At the bottom, there is a checkbox for 'Has the premium been paid?' which is checked, and 'Previous' and 'Save' buttons. A red box highlights the 'Save' button. A red arrow points to the 'Main Contact' tab in the progress bar. A red box highlights the 'Add Contact' button in the 'Broker Contacts' section. A red box highlights the 'Primary contact' checkbox in the 'Broker Contacts' section. A red box highlights the 'Primary contact' checkbox in the 'Client Contacts' section. A red box highlights the 'Has the premium been paid?' checkbox. A red box highlights the 'Save' button.

On this screen you can also:

- > Enter your own claim reference.
- > Assign an owner from your brokerage for the claim.
- > Add further details about the claim or client.
- > Upload any supporting documentation if relevant.
- > Advise if the client requires extra customer care.

Lodge a claim using our online claim form

Once you've submitted the claim, you'll receive confirmation that the claim has been received and is in our priority queue to be reviewed.

A claim number will also be generated. You can also view this on your Home Page.

You're all done now!
Click **'Home'** to navigate back to the main screen to view your claim.

The screenshot displays the Gradient portal interface. On the left sidebar, the 'Home' button is highlighted with a red box. The main content area shows a progress bar with seven steps, the last of which is 'Confirmation' and is highlighted with a red arrow. Below the progress bar, the 'Claim Confirmation' section contains the following text:

Hello Eevee,

Claim Confirmation

Thanks! We've received your claim.

You can now exit this page if you'd like.

Claim Number
G-PER-C0133084

We've got it from here. We'll be in touch with next steps, or if we need any more information from you.

Thanks for using the Gradient Portal!

The Gradient logo is visible in the bottom left corner of the main content area.

A vertical stack of three buttons in the top right corner:

- Upload a claim form (grey button)
- Lodge claim onscreen (blue button)
- Send digital form (grey button)

Lodge a claim using our online claim form

You can now see that the claim is showing on your dashboard. The status confirms that the claim has been submitted and will be reviewed by Ando. This status will also change to reflect the position after the initial review.

Home

Get A Quote (Coming Soon)

Make a claim

Broker Admin

Reports

Hello Eevee,

Active Claims: 211

Status

Open Claims

Assignee

All

Search

Q Search..

C

Action	Claim Number	Account Name	Broker Owner	Risk Description	Broker reference ↑	Acceptance Status	Status	Created D
	G-PER-C0133084	Indigo Plateau	Eevee Ash	Contents: 16 Glendale R...			Submitted	30/10/20

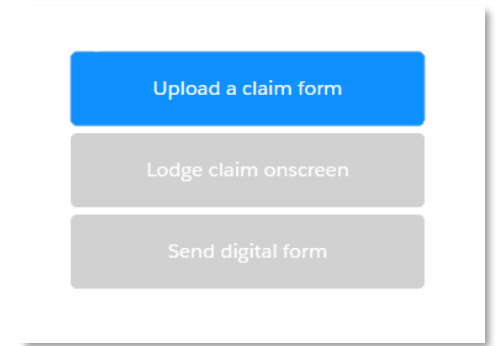
You'll find the Claim Number here.

2. Lodge a claim by uploading a claim form – ‘Upload a claim form’

Lodge a claim by uploading a claim form

If your client completed an alternative claim form, you can still lodge the pre-filled claim form by uploading this on the portal (**'Upload a claim form'**).

- > This claim form will be received by one of Ando's Claim Consultants, and we will enter the details of the claim on the portal on your behalf.
- > When the claim has been processed by our claims team, you will receive an acknowledgement email confirming the steps taken to progress the claim.



Lodge a claim by uploading a claim form

This lodgement method requires you to fill out only a single screen.

This is very similar to the 'Main Contact' screen in the 'Lodge claim onscreen' option.

You must upload a claim form by clicking on the **'Upload Files'** button to add an attachment. You can also add any supporting documentation if relevant.

If the client is up to date on their premium, please ensure this box is ticked.

Click **'Save'** when you're ready to submit the claim form to Ando.

Home
Get A Quote (Coming Soon)
Make a claim
Broker Admin
Reports

Main Contact

Please attach Claim form and any other supporting documentation here.

Upload Files

Broker Contacts

First Name	Last Name	Mobile	Email address	Primary contact
Eevee	Ash		eevee.ash@ando.co.nz	<input checked="" type="checkbox"/>

Client Contacts

First Name	Last Name	Mobile	Email address

Broker reference:
1234

Assign an owner from your brokerage for this claim:
 Eevee Ash

Additional Claim Comments:

Is extra customer care required?

☐ Has the premium been paid?

Save >

Gradient
by Ando

Upload a claim form
Lodge claim onscreen
Send digital form

If you're the main contact for the claim, leave the box ticked. If not, you can add an alternative main contact.

Add Contact

On this screen you can also:

- > Enter your own claim reference.
- > Assign an owner from your brokerage for the claim.
- > Add further details about the claim or client.
- > Advise if the client requires extra customer care.

Lodge a claim by uploading a claim form

Once your claim has been submitted to Ando, you will see the confirmation screen.

Note: If a claim number cannot be generated instantly (*e.g. the policy is in renewal or it's a liability claim which requires more processing time*), a draft reference number will be provided.

We'll generate a claim number as soon as we can and notify you once this is completed.

Confirmation screen – claim number generated

The screenshot shows a web interface with a sidebar on the left containing buttons: Home, Get A Quote (Coming Soon), Make a claim, Broker Admin, and Reports. The main content area has a progress bar at the top with 'Main Contact' and 'Confirmation'. Below the progress bar, the text reads: 'Claim Confirmation', 'Thanks! We've received your claim.', 'You can now exit this page if you'd like.', 'Claim Number G-PER-C0133085', 'We've got it from here. We'll be in touch with next steps, or if we need any more information from you.', and 'Thanks for using the Gradient Portal!'. At the bottom, there are two buttons: 'Back to Claim Detail' and 'Go back to Home page'. A red box highlights the 'Go back to Home page' button, with an arrow pointing to it from a text box on the right.

Click 'Go Back to Home Page' to navigate back to the main screen, or 'Back to Claim Detail' to navigate to the claim itself.

Confirmation screen – claim number loading

The screenshot shows the same web interface as the previous one, but the text in the main content area is: 'Claim Confirmation', 'Thanks! We've received your claim.', 'You can now exit this page if you'd like.', 'We're generating you a claim number in the background, and this will appear below shortly.', a loading spinner, 'Please allow up to 20 seconds for your claim number to generate.', 'We've got it from here. We'll be in touch with next steps, or if we need any more information from you.', and 'Thanks for using the Gradient Portal!'. At the bottom, there are two buttons: 'Back to Claim Detail' and 'Go back to Home page'. A red box highlights the area containing the loading spinner and the 20-second instruction, with an arrow pointing to it from a text box on the right.

If a number is not generated immediately, you can either wait on this page, or navigate back to the 'Home page' where it will display on the dashboard once it's generated.

Upload a claim form

Lodge claim onscreen

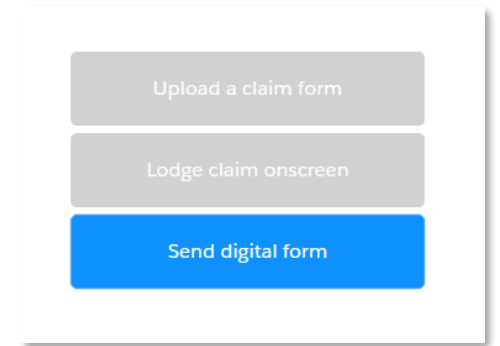
Send digital form

3. Lodge a claim by sending your client a claim form – ‘Send digital form’

Lodge a claim by sending a claim form

Sometimes you may receive a call from your client to notify you of a claim, but they may not be able to provide you all the claim details there and then.

In this case, you can lodge a claim using the **'Send digital form'** option. This allows you to email your client a unique link to our digital claim form so they can complete the details in their own time.



Lodge a claim by sending a claim form

Upload a claim form

Lodge claim onscreen

Send digital form

Enter your client's email address on the following screen.

Home

Get A Quote (Coming Soon)

Make a claim

Broker Admin

Reports

Hello Eevee,

Hi Eevee,

Please check the email below is the correct address that you wish the form to be sent to.
If it is not the correct address, please replace it with the correct email then click next to continue to confirmation.

Email

eevee.ash@ando.co.nz

Next

Lodge a claim by sending a claim form

Upload a claim form

Lodge claim onscreen

Send digital form

You'll be asked to confirm the details of the client. Once you're happy, click 'Send' to send the claim form to your client. You'll also receive a confirmation that the claim has been sent successfully.

Home

Get A Quote (Coming Soon)

Make a claim

Broker Admin

Reports

Hello Eevee,

Hi Eevee,

Please check the below details are correct.

Indigo Plateau
eevee.ash@ando.co.nz

Once you are happy with the details select send to email the claim form to the client.

Previous

Send

Lodge a claim by sending a claim form

Upload a claim form

Lodge claim onscreen

Send digital form

The client will receive an email in their inbox, similar to the one pictured below. The link will take them to the claim lodgement form.

Please complete your Contents claim



Eevee Ash <messaging-service@ando.formsbyair.com>

To Rachel Allsopp



Reply



Reply All



Forward



Mon 30/10/2023 8:35 am

If there are problems with how this message is displayed, click here to view it in a web browser.

Contents

Online claim form

Hi Indigo

Thank you for contacting us in regard to your Contents claim.

As discussed, please [click here](#) to complete the digital form.

Yours sincerely,
Eevee Ash
Pokemon Agency

Disclaimer: This email, including any attachments, is intended for the addressee only and may contain confidential, private and/or legally privileged information. Unauthorised disclosure, copying or use of this information may be unlawful and is prohibited. If you are not the addressee and receive this email in error, please notify the sender, delete this email immediately and do not disclose or use this email and any attachments in any manner whatsoever. This notice should not be deleted or altered.

Lodge a claim by sending a claim form

Upload a claim form

Lodge claim onscreen

Send digital form

While the claim is with the client, the status will display as **‘Digital claim form with Insured’**.

No further action is needed on your end until the client completes the form.

Claim
G-DRAFT-006730

+ Follow

Assign Broker Owner

Download Zip File

Account
Indigo Plateau

Policy Number
PER-P0095234

Risk Description
Contents: 16 Glendale Road

When did the incident occur?
2/02/2022, 8:29 am

Owner
Property Allocation

Brokerage.
Pokemon Agency

Draft

New

Triage

In Progress

Fulfilment

Recovery

Closed

Claim Headlines

Status

Digital claim form with Insured

Broker Owner

No Broker Owner Assigned

Acceptance Status

Paid to Date

\$ 0.00

Resolution Pathway

Draft

Outstanding Reserve

\$ 0.00

Excess

Total Claim Incurred

\$ 0.00

Excess Detail

Excess is provisional at this stage and subject to change while claim is triaged and reviewed.

NOTES

MESSAGES

HISTORY

DETAILS

DOCUMENTS

CLAIM ITEMS

CLAIM PARTICIPANTS

PAYMENTS

CASES

TEST

Notes

Title

Text Preview

Created By

Created On ↑

Here's where you'll see any claim updates we've got for you as we progress. Check back soon!



Lodge a claim by sending a claim form

Upload a claim form

Lodge claim onscreen

Send digital form

Once the client has completed the form, **you'll need to review the claim form before it can be processed by Ando.**

Hello Eevee,

Active Claims: 215

Status

Open Claims

Assignee

All

Action	Claim Number	Account Name	Broker Owner
	G-DRAFT-006730	Indigo Plateau	

You'll see a red icon display in the 'Action' column indicating that an action is required on your end – in this case, it is to review the claim form.

Once actioned, to clear this you will need to refresh your dashboard.

Tip: You can also filter by the status 'Action Required' to see claims that require an action on your end.

Click on the claim number to navigate to the claim details to review.



Claim

G-DRAFT-006730

+ Follow

Assign Broker Owner

Download Zip File

Account	Policy Number	Risk Description	When did the incident occur?	Owner	Brokerage.
Indigo Plateau	PER-P0095234	Contents: 16 Glendale Road	2/02/2022, 9:29 am	Property Allocation	Pokemon Agency

Draft

New

Triage

In Progress

Fulfilment

Recovery

Closed

Next Steps

Your client has returned the claim form you sent them. The details they've submitted are captured in the 'Details' Tab below.

This claim has not yet been completed, so it hasn't been submitted to Ando yet. To edit and submit the claim, please click 'Edit Claim Form'.

If you'd like to go ahead and submit the form, please click 'Submit Claim Form'. This will take you to the end of the claim wizard, where we'll require just a few more details from you before we can process the claim.

Edit Claim Form

Submit Claim Form

‘Submit Claim Form’ – select this option when you’re ready to proceed to the ‘Main Contact’ screen and enter your details.

