

Ando Gradient Portal

Tips to enhance your claims experience

gradient.ando.co.nz



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How to streamline lodgement to progress claims faster

Motor claim lodgement

The more information we have at the time of lodgement, the faster the claim can progress.

So please try to include the following where relevant:

- > Date and time of accident.
- > Location of the accident.
- > Vehicle registration number.
- > Driver's full name and licence details.
- > Description of the damage to the vehicle.
- > Clear description of loss e.g. how this has occurred and the extent of the damage.
- > Third party details – **name, registration number, address, phone number** and **licence details** (the more information the better).
- > Witness details – **name** and **phone number** (if applicable).
- > Stolen vehicle questionnaire (if vehicle is stolen).
- > Completed declarations if submitting claim form.
- > Repairer details – please refer to page 8 for our approved repairer network. They have pre-approval on repairs under \$10K, which could help to get your clients' vehicles back on the road up to 5 days sooner!

Property claim lodgement

The more information we have at the time of lodgement, the faster the claim can progress.

So please try to include the following where relevant:

- > Client contact information (**preferred contact name, phone number and email address**).
- > Customer vulnerability – please let us know if any extra care might be needed. This could include health related conditions, mental illness, event related death or injury, living situation or location, financial hardship, age or language barriers.
- > Any urgent works or services required and details if already engaged (i.e. Jaes or Loss Adjuster).
- > Clear description of loss, how this has occurred and the extent of the damage.
- > As much supporting information as possible – damage report, quotes, photos, repair/make safe invoices, proof of purchase, loss schedule, police event details.
- > Bank account for cash settlement purposes.

Gradient Portal – submitting documents top tip

To help speed up the review process, please do the following two steps when submitting documents in the Gradient Portal:

- > Please label the documents as clearly as possible, i.e. **Repair Invoice**, or **Proof of Purchase**.
- > Load the document as a PDF, where possible.

Claim G-PER-C0133087

Account: [Indigo Plateau](#) | Policy Number: [PER-P0095234](#) | Risk Description: Contents: 16 Glendale Road | When did the incident occur?: 2/02/2022, 9:29 am | Owner: rachel allsopp | Brokerage: Pokemon Agency

Progress: [✓] [✓] [✓] **In Progress** [Fulfilment] [Recovery] [Closed]

Claim Headlines

Status	Additional Information Required	Broker Owner	Eevee Ash
Acceptance Status	Yes	Paid to Date	\$ 260.87
Resolution Pathway	In Progress	Outstanding Reserve	\$ 1,039.13
Excess	\$ 250.00	Total Claim Incurred	\$ 1,300.00
Excess Detail	STD		

NOTES | MESSAGES | HISTORY | DETAILS | **DOCUMENTS** | CLAIM ITEMS | CLAIM PARTICIPANTS | PAYMENTS | CASES | TEST

All Attachments (1) [New](#)

Name	Claim Number	Category	Document Type	Uploaded Date
Contents claim form IndigoPlateau.pdf	G-PER-C0133087	Claim Correspondence	General	30/10/2023, 9:38 am

[View All](#)

Our preferred suppliers

As Ando continues to grow, we are working hard on establishing our own preferred supplier network. We are proud to partner with these businesses and are continually working to expand our network.

Home and Contents



Loss Adjustors



Our approved motor repairer network

Our trusted repairers are some of the best in the business and have pre-approval on repairs under \$10K, which could help to get your clients' vehicles **back on the road up to 5 days sooner**.

Your clients will receive great service, quality workmanship, as well as:

- > priority assessments and repair pre-approvals so they can get back on the road faster.
- > a repair guarantee.
- > regular updates throughout the repair process.
- > access to a courtesy car (subject to vehicle availability).

All our approved motor repairers use the latest technology and equipment and have agreed our standards of workmanship and customer service levels. They are also:

- > CRA Licensed collision repairers.
- > I-CAR approved technicians.



Simply visit repairers.ando.co.nz to find an Ando approved repairer near you.

Windscreen or auto glass claims and rental cars

Windscreen or auto glass claims



If your client has windscreen and window cover, they can book directly with one of our approved repairers.

Novus Glass

Call **0800 20 35 35**

[Book online >](#)

Smith & Smith

Call **0800 48 33 88**

[Book online >](#)

Need a rental car?



Contact Ezi Car Rental directly.

Ezi Car Rental

Call **0800 545 000**

[Book online >](#)