

Sept 2022

# Broker lodgement platform user guide.

Hollard.

# Platform journey.



## Hollard is on a technology driven, transformational journey

This transformation gives us an opportunity to make life easier for you, our brokers, through the launch and rolling out of our new broker lodgement platform.

Guidewire ClaimCenter is the platform we're building this on, and will eventually become our single claim system within the business.

Our broker channels are the first part of the Hollard business to move over onto ClaimCenter, and we will be looking to enhance the platform over time based on the feedback you give us.

# Contents.

## Important pages

4. Broker lodgement platform benefits
5. Account setup and login journey
6. Broker lodgement platform walk through
25. How to access support

# Broker lodgement platform benefits.

1

Claim numbers are provided instantly upon submission

2

Brokers can create and view claim notes and documents

3

Overall payments are available for brokers to see

4

Service providers are visible once they have been allocated

5

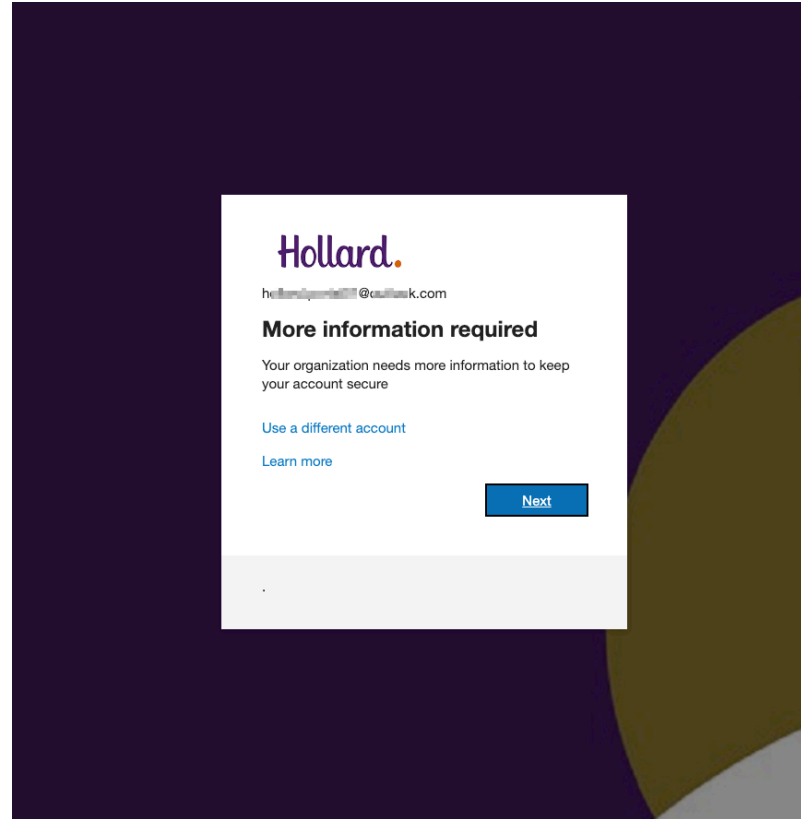
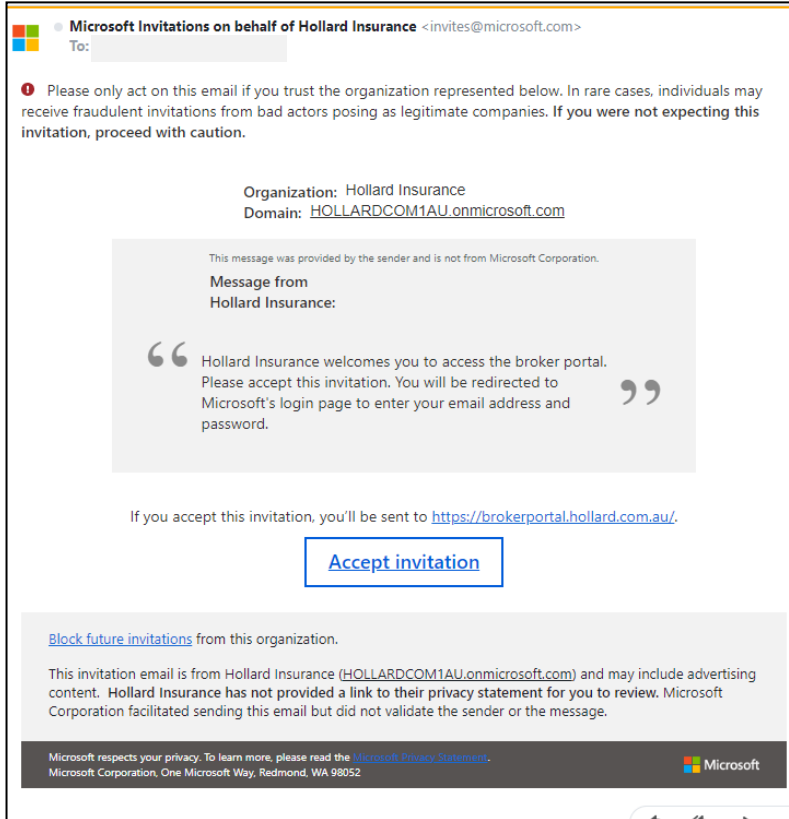
Brokers can save drafts and resume lodgements at any time

# Account setup and login journey.

## STEP ONE

Check your inbox (and spam folder, if needed) for an invitation from **Microsoft Invitations on behalf of Hollard Insurance** ([invites@microsoft.com](mailto:invites@microsoft.com)) and click **Accept invitation**.

It won't look like a normal Hollard email, but we promise it is from us!

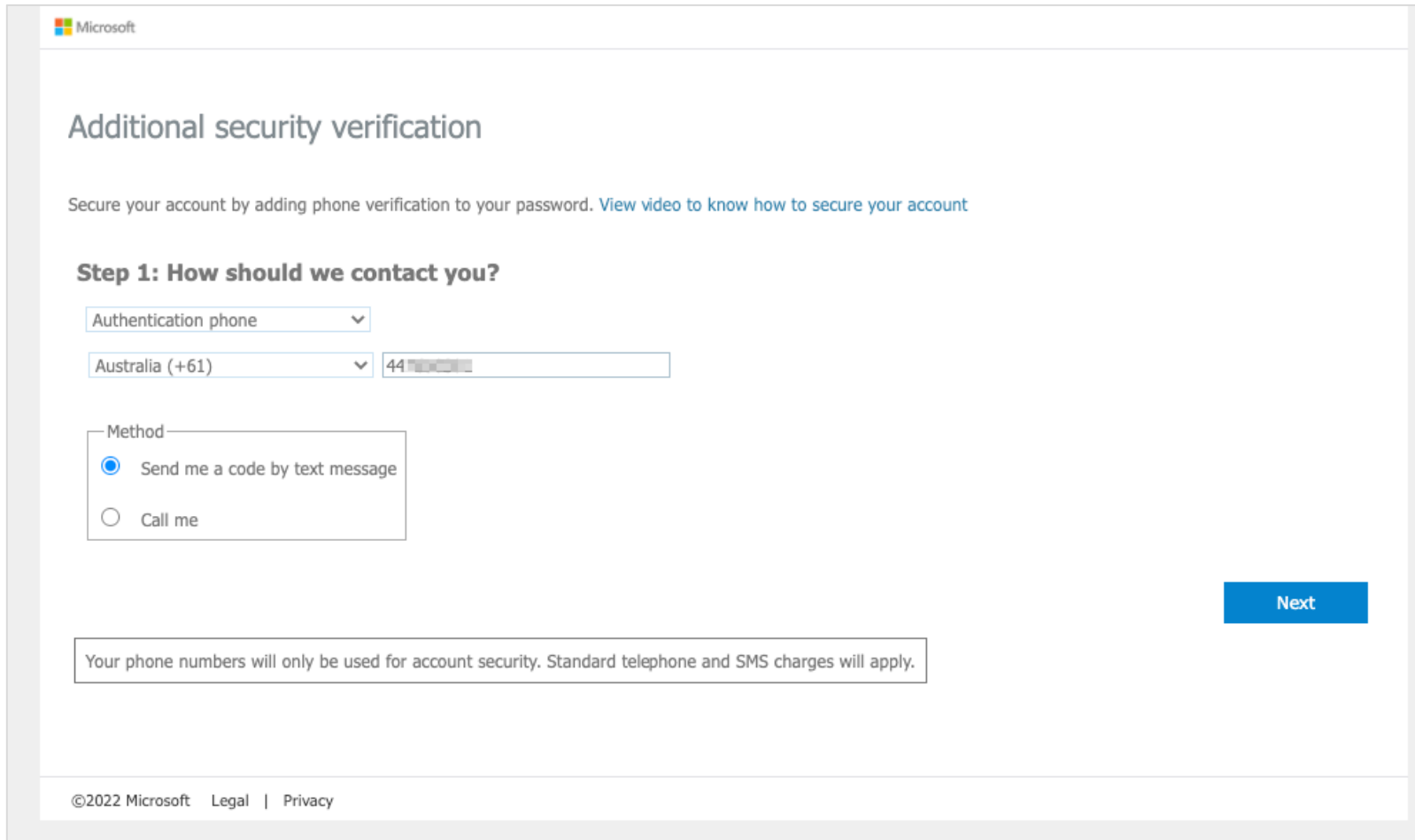


## STEP TWO

Once you've entered your email address and password (the same one you use to access your work computer or email), you'll be directed to a page that looks like this.

Click on **Next** to start setting up multifactor authentication (MFA).

# Account setup and login journey.



Microsoft

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 1: How should we contact you?**

Authentication phone

Australia (+61) 44 [REDACTED]

Method

Send me a code by text message

Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

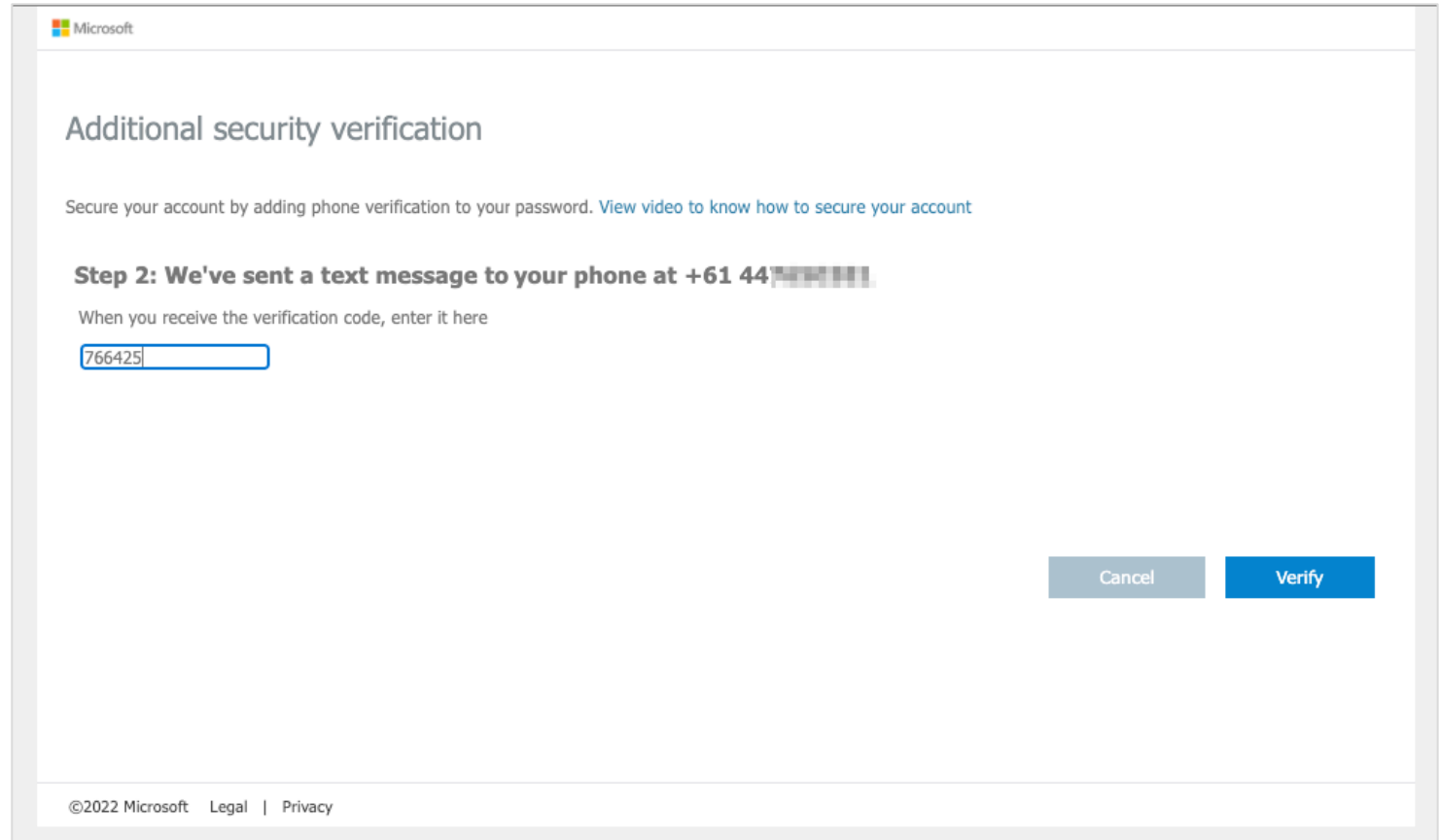
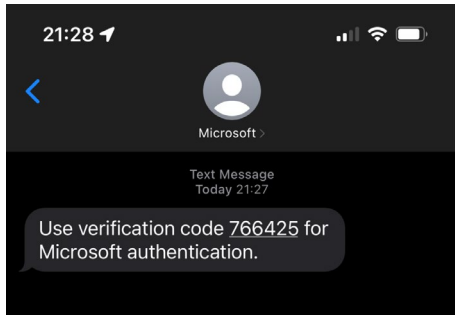
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### STEP THREE

Add in your mobile number and choose if you'd prefer to have your account verified by text message or phone call, and click on **Next**.

Note: the phone call will not have a real person on the other end.

# Account setup and login journey.

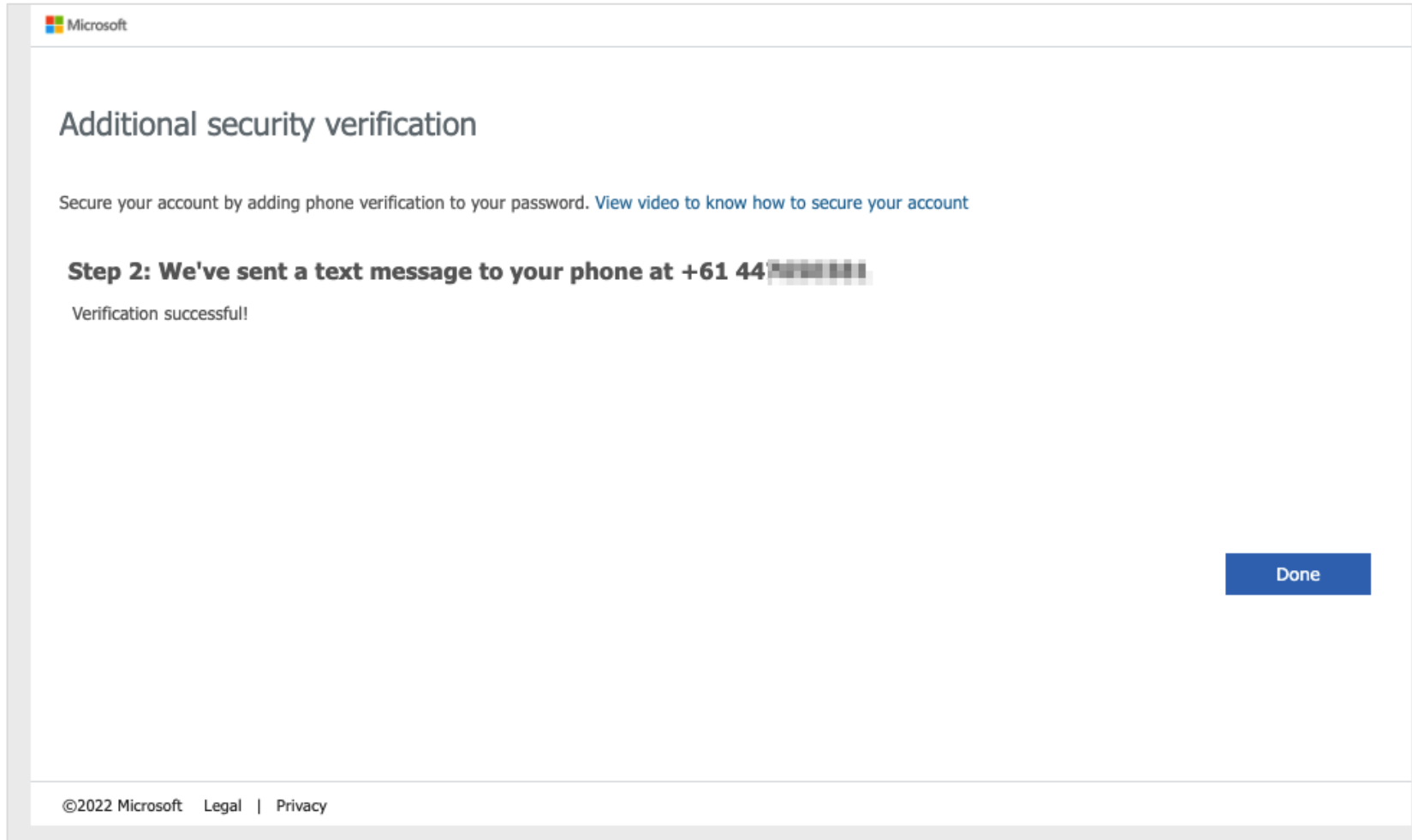


## STEP FOUR

Enter the verification code you receive, via text or call, and click **Verify**.

If your session times out, refresh the screen and you will be prompted to request a new code.

# Account setup and login journey.



## STEP FIVE

When you see a page that looks like this one, click **Done** to enter the broker lodgement platform and you'll be ready to start lodging claims!



# Account setup and login journey.

**Hollard.** 1

**Verify your identity**

Text +XX XXXXXXXX81

Call +XX XXXXXXXX81

[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

Cancel

**Hollard.** 2

**Enter code**

We texted your phone +XX XXXXXXXX81. Please enter the code to sign in.

705564

Having trouble? [Sign in another way](#)

[More information](#)

Verify

## FUTURE VERIFICATION


Periodically, you will be asked to reverify your login details.

When this occurs, you'll see a prompt like the one shown in image 1 that will ask you to confirm how you'd like to access your code.

Once you've confirmed this, you will be prompted to enter it on a new screen (image 2).

This will then keep you logged in on the same browser (unless you choose to log out) until your next verification is due.

# Platform walkthrough.



The following slides will walk you through the broker lodgement platform during a standard claim lodgement, to help familiarise yourself with the platform ahead of using it for the first time.

The screens you see might differ slightly, depending on the type of claim you're lodging. If that's the case, and you need assistance at any point, please reach out to us at [bemclaims@hollard.com.au](mailto:bemclaims@hollard.com.au)

# Home page.

The home page gives you an overview of any draft or open claims you have in progress.

Claims will appear here until 30 days after they are closed. If you require access to a claim that is not visible, please contact us at [bemclaims@hollard.com.au](mailto:bemclaims@hollard.com.au)

## Claims

Search   **File a Claim**

Line	Claim Number	Insured	Date of Loss	Status	Vendor(s)	Paid	Net Incurred	Policy
	999-99-999950		12 Aug 2022	Draft		\$0.00	\$0.00	PSFM0003046
	999-99-999949		10 Aug 2022	Draft		\$0.00	\$0.00	PSFM0003484
	474-01-000004		9 Aug 2022	Open		\$0.00	\$5,000.00	PSFM0003037
	999-99-999942		9 Aug 2022	Draft		\$0.00	\$0.00	PSFM0003037
	424-04-000014		9 Aug 2022	Open		\$0.00	\$0.00	GA701308219BUSP
	999-99-999946		5 Aug 2022	Draft		\$0.00	\$0.00	PSFM0003418
	474-02-000004		3 Aug 2022	Open		\$0.00	\$15,000.00	PSFH0007471
	999-99-999947		3 Aug 2022	Draft		\$0.00	\$0.00	PSFM0003418
	424-04-000013		3 Aug 2022	Open		\$0.00	\$0.00	GA701375953BUSP
	424-04-000012		3 Aug 2022	Open		\$0.00	\$0.00	GA701583908BUSP

10 Results of 19 1 2 Next >

# Starting a new claim.

Select **File a Claim** at the top right of the page to get started.

**Hollard** HP

## Claims

Search

**File a Claim**

Line	Claim Number	Insured	Date of Loss	Status	Vendor(s)	Paid	Net Incurred	Policy
	999-99-999950		12 Aug 2022	Draft		\$0.00	\$0.00	PSFM0003046
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	999-99-999946		5 Aug 2022	Draft		\$0.00	\$0.00	PSFM0003418
	474-02-000004		3 Aug 2022	Open		\$0.00	\$15,000.00	PSFH0007471
	999-99-999947		3 Aug 2022	Draft		\$0.00	\$0.00	PSFM0003418
	424-04-000013		3 Aug 2022	Open		\$0.00	\$0.00	GA701375953BUSP
	424-04-000012		3 Aug 2022	Open		\$0.00	\$0.00	GA701583908BUSP

10 Results of 19 1 2 Next >

The insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Where you are claiming under a business insurance product, they are provided, and services are provided, by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial), acting under binder from Hollard.  
© The Hollard Insurance Pty Ltd 2022.

# Select a policy.

Enter the time and date of the loss.

Select a policy number or click on **Don't have a policy number?** for additional search criteria (see next slide).

The screenshot shows the Hollard website interface for a 'New Claim'. On the left, a 'Claim Information' sidebar contains a 'Select Policy' button. The main form area is titled 'New Claim' and is divided into two sections: 'Date of Loss' and 'Select a Policy'. The 'Date of Loss' section includes two input fields: 'When did loss occur?' with a date format 'dd/MM/yyyy' and a calendar icon, and a time format 'hh:mm' with a clock icon. The 'Select a Policy' section features a 'Policy Number' input field with the placeholder text 'Start Typing'. Below this field is a link that says 'Don't have the policy number?' and a dark purple 'Search' button. At the bottom of the form, there are 'Cancel' and 'Next' buttons.

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**Claim Information**

Select Policy

**New Claim**

**Date of Loss**

When did loss occur? dd/MM/yyyy

hh:mm

**Select a Policy**

Policy Number Start Typing

Don't have the policy number? Search

Cancel Next

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# Select a policy.

Selecting **Don't have a policy number?** will open up further search options, as noted below.

**Advance Policy Search**

**Date of Loss**

When did loss occur?

**Search for the Policy**

Organisation Name

ABN

First Name

Last Name

Policy Type

Vehicle Registration Number

What is the address?  Address lookup  Enter address manually

**Advance Policy Search**

**Date of Loss**

When did loss occur?

**Search for the Policy**

Organisation Name

First Name

Policy Type

What is the address?

Street, Suburb, State

Address Line 1

Address Line 2

**! Minimum Policy Search Criteria**

Please provide minimum policy search criteria to search the policy.

Minimum policy search criteria is Date of Loss plus any from:

1. Policy Number (exact match)
2. ABN (exact match)
3. Vehicle Registration Number (exact match)
4. Policy Type  
+ First Name (at least first character)  
+ Last Name (at least first 3 characters)
5. Policy Type  
+ Organisation Name (at least first 3 characters)
6. Policy Type  
+ Address Line 1 (includes)  
+ Suburb or State or Postcode (exact match)
7. Organisation Name (at least first 3 characters)  
+ Suburb or State or Postcode (exact match)
8. Last Name (at least first 2 characters)  
+ Suburb or State or Postcode (exact match)

# Disclaimer.

Read through, and agree to, the [Disclaimer](#) to continue.

Hollard.

HP

## Claim Information

Select Policy

**Disclaimer**

Type of Incident

CollisionDetails

Vehicles

Additional Information

Documents and Notes

Contact Details

Summary

## New Claim

### Disclaimer

By submitting this claim, I declare that:

I am authorised to submit this claim and provide information to Hollard and Hollard Commercial as:

- a broker who has been appointed as the agent of the insured person; or
- an authorised representative of the insured person or the insured company;
- Where I will provide my personal information, or will be providing personal information of another person, I am aware, or I have made the other person aware, of Hollard and Hollard Commercial's privacy collection statement

I declare that:

- I consent to Hollard and Hollard Commercial and their agents collecting, collecting, storing, using and disclosing my personal information as set out in the [Collection Notice](#).
- If I have provided or will provide personal information to Hollard and Hollard Commercial about any other individuals, I confirm that I am authorised to disclose their personal information to Hollard and Hollard Commercial and also to give this consent on both my and their behalf.

View our [Collection Notice](#).

In accordance with Hollard Commercial's and Hollard's Privacy Policy, you have the right to seek access to your personal information and to request that we correct any errors.

I Agree

Cancel

Previous

Next

The insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Where you are claiming under a business insurance product, they are provided, and services are provided, by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial), acting under binder from Hollard.  
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# Type of incident.

Enter the specific details relating to your claim. All fields are mandatory unless they're marked as **(Optional)**.

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**Claim Information**

- Select Policy
- Disclaimer
- Type of Incident**
- Incident Details
- Vehicles
- Additional Information
- Documents and Notes
- Contact Details
- Summary

## New Claim

### Type of Incident

What type of loss would you like to claim for?

Which of the following best describe the loss?

Fault Rating

Are you reporting a notification only? (Optional)

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# Incident details (1/3).

If, at any time, you need to pause the claim lodgement, you can click on **Save and Exit** and come back to the draft which will be located on your home page.

The screenshot shows the Hollard website interface for a 'New Claim'. The top navigation bar includes the Hollard logo and the text 'HP'. The main content area is titled 'New Claim' and features a claim number '999-99-999957' in the top right corner. On the left, a 'Claim Information' sidebar lists several steps: 'Select Policy', 'Disclaimer', 'Type of Incident', 'Incident Details' (which is highlighted with a dark purple bar), 'Vehicles', 'Additional Information', 'Documents and Notes', 'Contact Details', and 'Summary'. The main form is divided into two sections: 'Incident Details' and 'Incident Location'. The 'Incident Details' section has a text input field containing 'OI REVERSED INTO A POWER POLE'. The 'Incident Location' section includes a question 'Where did this happen?' with two radio button options: 'Address lookup' (unselected) and 'Enter address manually' (selected). Below this are several input fields for address information: 'Address Line 1' (400 George Street), 'Address Line 2' (empty), 'Suburb' (Sydney), 'Postcode' (2000), 'State' (New South Wales), and 'Country' (Australia). At the bottom of the form, there are three buttons: 'Save and Exit' (highlighted with a red box), 'Previous', and 'Next'.

# Incident details (2/3).

Hollard. HP

### Claim Information

- Select Policy
- Disclaimer
- Type of Incident
- Incident Details
- Vehicles**
- Additional Information
- Documents and Notes
- Contact Details
- Summary

## New Claim 999-99-999956

🚗 Ford FIESTA 2012

### About the Vehicle

Which vehicle was damaged?

Who was driving?

#### Driver Details

First Name (Optional)

Last Name

Primary Phone (Optional)

Work Phone (Optional)

Home Phone (Optional)

Mobile Phone

Email (Optional)

# Incident details (3/3).

12 hours prior to the incident was any alcohol, drugs or prescription medications consumed by the driver?

Yes  No  Unknown

In the last 3 years has the driver had any license cancellations, suspensions or disqualifications?

Yes  No  Unknown

Does the driver have any restrictions or limitations on their license?

Yes  No  Unknown

In the past 5 years has the driver had any drink driving or drug convictions?

Yes  No  Unknown

Is this vehicle safe to drive?

Yes  No

Is driver injured? (Optional)

Yes  No

## Passengers

+ Passenger

## Add Another Vehicle

+ Third Party Vehicle

Save and Exit

Previous

Next

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# Additional information.

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**Claim Information**

- Select Policy
- Disclaimer
- Type of Incident
- Incident Details
- Vehicles
- Additional Information**
- Documents and Notes
- Contact Details
- Summary

**New Claim** 999-99-999956

**Third Party Property Damage**

Was any property damaged, other than the vehicle(s) involved in the collision?  Yes  No

**Witnesses or Other Parties**

**+ Person**

First name	Last name	Involvement	Phone number	Injured	Remove
<input type="text" value="Daniel"/>	<input type="text"/>	<input type="text" value="Witness"/>	<input type="text" value="+61"/>	<input type="text" value="No"/>	<input type="button" value="Remove"/>

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# Documents and notes.

Upload any documents relating to the claim and include notes for the claim handler to help progress your claim.

The screenshot displays the Hollard 'New Claim' interface. At the top left is the Hollard logo, and at the top right is the user ID 'HP'. The main header area shows 'New Claim' on the left and the claim number '999-99-999956' on the right. A left-hand navigation menu under 'Claim Information' includes: Select Policy, Disclaimer, Type of Incident, Incident Details, Vehicles, Additional Information, Documents and Notes (highlighted), Contact Details, and Summary. The main content area is divided into two sections: 'Documents' and 'Notes'. The 'Documents' section contains an 'Upload Documents' button, a 'Drop a file here' instruction, and a list of a file named 'Test.docx' with a 'Date Modified' of '24 May 2022'. The 'Notes' section has a text area with the placeholder text 'this is a subject' and 'this is a note'. At the bottom of the notes area are icons for edit and delete. At the bottom of the main content area are 'Save and Exit', 'Previous', and 'Next' buttons. A footer at the bottom of the page contains legal disclaimers and copyright information.

# Broker contact details.

Hollard. HP

**New Claim** 999-99-999956

**Claim Information**

- Select Policy
- Disclaimer
- Type of Incident
- Incident Details
- Vehicles
- Additional Information
- Documents and Notes
- Contact Details**
- Summary

**Main Contact**

Main Contact

**Broker Contact Details**

First Name (Optional)

Last Name

Primary Phone

Home Phone (Optional)

Work Phone (Optional)

Mobile Phone

Email (Optional)

Broker Reference (Optional)

# Insured contact details.

## Insured Contact Details

First Name (Optional)

Paul

Last Name

Primary Phone

Work

Home Phone (Optional)

+61

Work Phone

+61

Mobile Phone (Optional)

+61

Email (Optional)

### Address

What is the address?

11 Victoria Street, ALBERT PARK, 5014, South Australia



### GST

Registered for GST? (Optional)

Yes

Australian Business Number (ABN)

78 0905 844 73

ITC%

0

### Payment Details

Account Name (Optional)

Bank Name (Optional)

Account Number (Optional)

BSB Number (Optional)

Save and Exit

Previous

Next

# Summary.

Review the summary details of the claim before submitting.

**Hollard.** HP

**Claim Information**

- Select Policy
- Disclaimer
- Type of Incident
- Incident Details
- Vehicles
- Additional Information
- Documents and Notes
- Contact Details
- Summary**

**New Claim** 999-99-999956

**Summary**

Please review the following information before submitting:

Policy Number	PSFM0003046
What type of loss would you like to claim for?	Damage whilst Driven
Which of the following best describe the loss?	Impact with stationary object
Date of Loss	24 May 2022
	12:00 am
Incident Location	400 George Street , Sydney, 2000, New South Wales, AU
Main Contact	Paul

**Save and Exit** [Previous](#) [Submit Claim](#)

The Insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Where you are claiming under a business insurance product, they are provided, and services are provided, by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial), acting under binder from Hollard.  
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# Confirmation.

This is where you will find your **claim (reference) number**.  
You can also use our **Recommended Repairer tool** to select a repairer for a quote or head back to the home page to check on another claim.

Hollard.



Claim was successfully submitted with reference number **474-01-000007**.

To get the ball rolling, use our **Recommended Repairer tool** to select a repairer for a quote.

Our team will be in contact shortly.

Kind regards, Hollard Insurance.

[Print Confirmation](#)

[Back to claims](#)



The insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Where you are claiming under a business insurance product, they are provided, and services are provided, by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial), acting under binder from Hollard.  
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# Claim information.

Selecting an open claim will show details including:

- Notes
- Documents
- Payments
- Services

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← Back

## Claim Details (474-01-000002)

Summary **Notes** Documents Payments Services

+ Note

Search...

AUTHOR ▾

DATE / TIME ▾

SUBJECT ▾

NOTE ▾

2 Sept 2022 7:53 PM

Quote

Test

6 Sept 2022 11:27 PM

Policy report

Have uploaded requested policy report.

### Add Note

Subject

Policy report

Note

Have uploaded requested policy report.

Cancel

Save

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# Claim information.


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[← Back](#)

## Claim Details (474-01-000002)

Summary [Notes](#) **Documents** [Payments](#) [Services](#)

 **Upload Documents** Drag and drop files

NAME ▾	TYPE ▾	DATE MODIFIED ▾	VIEW/DOWNLOAD
Bug 128345 Retest.docx	First notice of loss	2 Sept 2022 7:53 PM	

The insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Where you are claiming under a business insurance product, they are provided, and services are provided, by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial), acting under binder from Hollard.  
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# Claim information.

Hollard. ? BP

← Back

## Claim Details (474-01-000006)

Summary Notes Documents **Payments** Services

**i** This tab lists payment transactions made based on the claim.

Status	<b>Requested</b>	Gross Amount	<b>\$500.00</b>
Scheduled Date	<b>25 May 2022</b>	Check Number	
Issue Date		Payee	<b>Muthusamy</b>

The insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Where you are claiming under a business insurance product, they are provided, and services are provided, by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial), acting under binder from Hollard.  
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# Claim information.

Hollard. BP

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## Claim Details (474-01-000049)

Summary Notes Documents Payments **Services**

**i** This tab contains claim-related services such as repairs, replacements or medical treatments.

Off Track	Service Number <b>1003</b>	Service <b>Conventional Repairs</b>	Vendor <b>Apex Auto Smash Repairs</b>
	Next Action <b>None - request canceled</b>		Primary Contact <b>Animesh(Service Participant, Main Contact, Reporter, Insured)</b>
<b>✓</b> Completed	Service Number <b>1101</b>	Service <b>Conventional Repairs</b>	Vendor <b>Apex Auto Smash Repairs</b>
	Next Action <b>Add invoice</b>		Primary Contact <b>Animesh(Service Participant, Main Contact, Reporter, Insured)</b>

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# How to access support.

# View our FAQ's.

Our FAQs cover the majority of the questions that we're asked about the broker platform. They're also available on the Steadfast microsite:

<https://www.hollard.com.au/steadfast-support/steadfast-claims/faqs>

If your question isn't covered there, you can contact us via the details on the next slide.

**Hollard.**

## Claims

Search

Line	Claim Number	Insured	Date of Loss	Status	Vendor(s)	Paid	Net Incurred	Policy
	999-99-999950		12 Aug 2022	Draft		\$0.00	\$0.00	PSFM0003046
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1 2 Next >

**Hollard Portal**

- FAQ
- Contact Us
- Logout

File a

The Insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Where you are claiming under a business insurance product, they are provided, and services are provided, by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial), acting under binder from Hollard.  
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# Contact Us.



**Britney Wilson**

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# Thank you.

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## Hollard.

**Hollard.**  
commercial insurance

**Hollard.**  
personal insurance

The insurer for General Insurance products is The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard). Hollard's Business Insurance products and services are provided by its agent Hollard Commercial Insurance Pty Ltd (ABN 86 603 039 023, AFSL 474540) (Hollard Commercial) acting under a binder of the insurer Hollard.