



Hollard's faster claims process

Express payments apply for eligible claims under \$10,000*

We're making it easier to settle low value claims via the Hollard Broker Portal

Feedback from our broker partners has shown that you need a faster way to settle low value claims for your clients, so we've created a faster process for claims totalling less than \$10,000, when they're submitted via the Hollard Broker Portal and all documentation is provided up front.

The benefits to using our faster claims process include a shorter claims duration, more time back to focus on your client's larger or more complex claims, and happy clients as their payment reaches their bank account quickly.

What does an eligible claim look like?

- A total value of \$10,000 or less
- Submitted via the Hollard Broker Portal
- Documents and banking details are included up front



Submitting a claim via the Hollard Broker Portal

The Hollard Broker Portal gives you the option of submitting claims for your clients at a time and place that suits you. With instant reference numbers upon submission, and the ability to amend and track claim progress, lodging claims has never been easier.

To learn more about how to get the most out of the Hollard Broker Portal and speed up settlement for claims under \$10,000, take a look at our [FAQs](#) or our [user guide](#).

*Exclusions apply: loss/damage over \$10,000, EOL claims, claims requiring an assessor, claims where there is cracking or movement of a building, loss/damage caused by tenants, Infoarc claims, swimming pools, retaining walls, balcony damage, new policies that commenced less than 3 months prior to the incident date, and policies with a history of similar or multiple claims. Commercial Motor claims are currently not eligible for Hollard's faster claims process.

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.

For more information visit hollard.com.au/faster-claims
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