

The logo for Hollard, featuring the word "Hollard." in a white, rounded, sans-serif font. The period at the end of the word is a solid gold dot. The background is a dark purple with a repeating pattern of concentric circles and squares.

Faster claims process guide

August 2024

Thank you for taking the time to learn more about our Hollard Broker Portal and faster claims process.

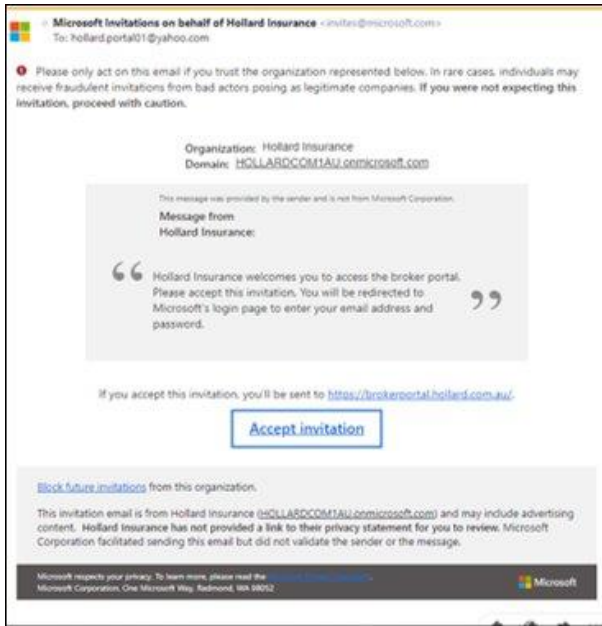
Our broker portal has many benefits, including:

- ✓ Allowing you to lodge a claim at a time that best suits you
- ✓ Drafts can be saved, and resumed, as needed
- ✓ Claim numbers are provided instantly upon submission of a claim
- ✓ The ability to create and view notes, and upload documents
- ✓ Payments are visible for brokers to see
- ✓ Service providers are visible upon allocation



Accessing the Hollard Broker Portal.

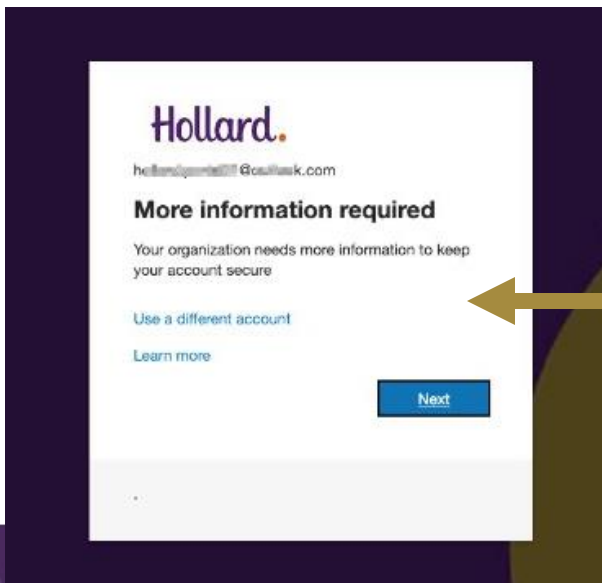




Step one

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

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

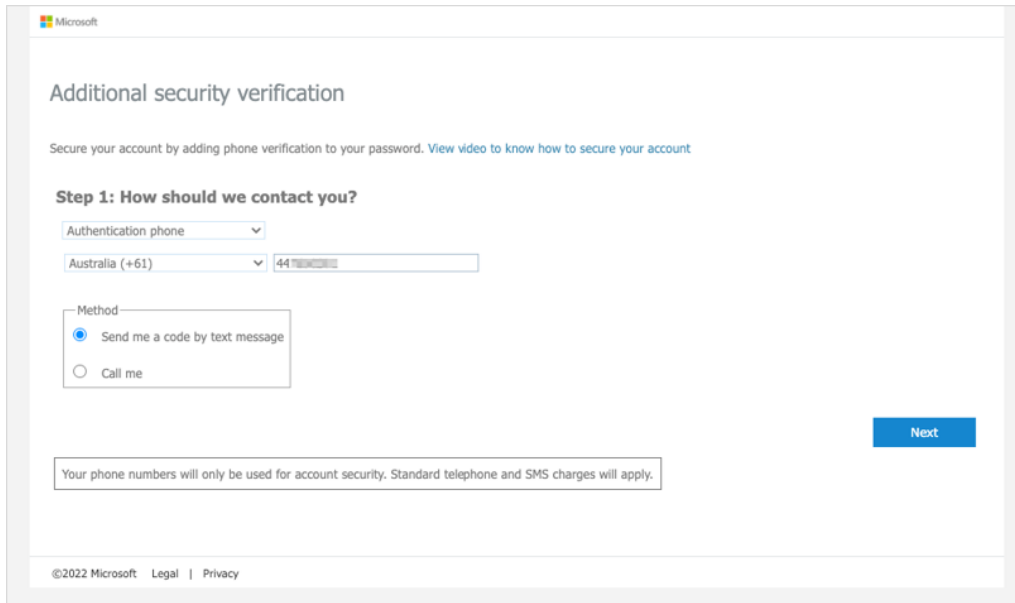


Step two

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).

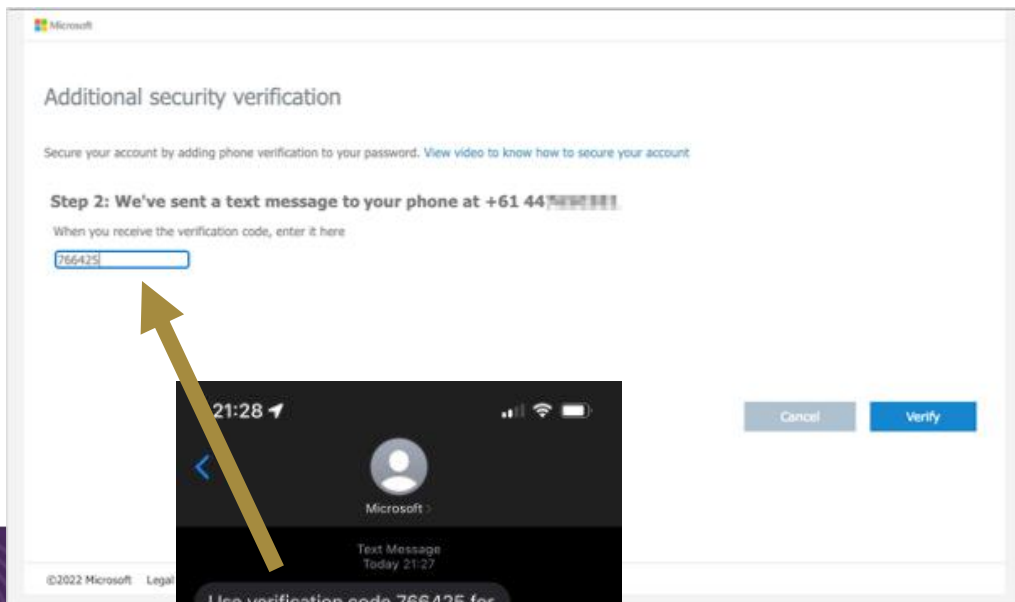




Step three

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

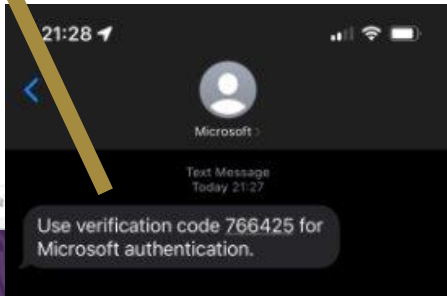
Note: the phone call will not have a real person on the other end.

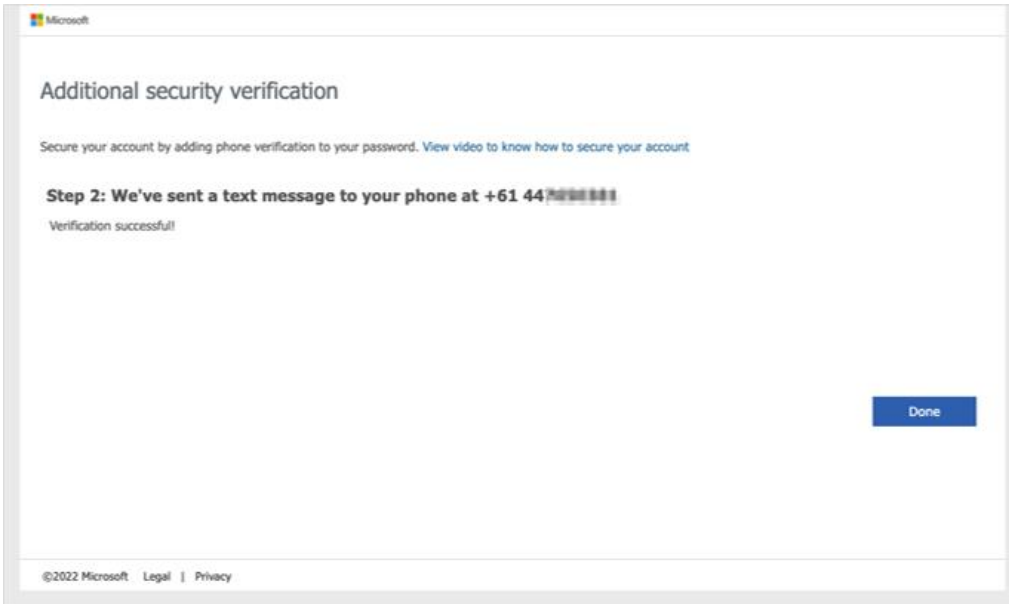


Step four

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.

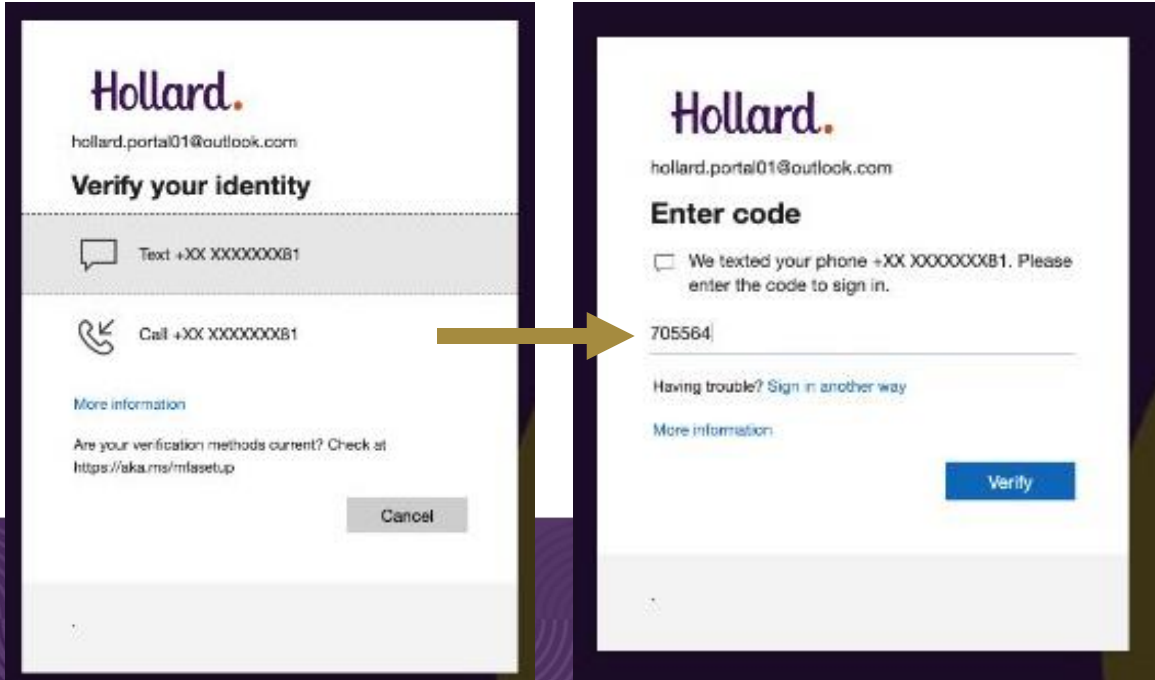




Step five

When you see a screen that looks like this, click Done to enter the Hollard Broker Portal.

You're now ready to start lodging claims!



Future verification

You will occasionally be asked to reverify your login details.

When this occurs, you will see screens similar to these ones. Requesting and entering a code will allow you access again.



Lodging an eligible claim.



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



Please note: the screens you see when lodging a claim may differ slightly, depending on the type of claim you're lodging. If that's the case, and you need assistance, please reach out to us at bemclaims@hollard.com.au



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.

Claim Information

Select Policy

New Claim

About The Incident

When did the incident occur?

Select a Policy

Policy number

Don't have the policy number?

Type	Policy Number	Insured	Address	Effective	Expires
<input checked="" type="radio"/>	Busin... GA126010382BUSP	T#####NHAN		25 May 2022	25 May 2023



Claim Information

Select Policy

Disclaimer

Contact Details

Tell us what happened

Incident Details

Documents and Notes

Summary

New Claim

Draft reference number: 999-99-999207 [?](#)

Read through, and agree to, the **Disclaimer** to continue.

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, 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

Save and Exit

Previous

Next



Claim Information

Select Policy

Disclaimer

Contact Details

Tell us what happened

Incident Details

Documents and Notes

Summary

New Claim

Draft reference number: 999-99-999207 ?

Main Contact

* Main contact

Broker Portal (Broker) ▼

Broker Contact Details

* First name

Broker


* Last name

Portal

* Primary phone

Mobile ▼

* Mobile phone

 +61 ▼

* Email

hollard.portal05@outlook.com

Broker reference

Policy Holder Contact Details

* Company

T#####NHAN

Company Contact

* First name

* Last name



Company Contact

* First name

* Last name

Primary phone

Mobile phone

Email

Address

Postal address

GST

Registered for GST?

Yes	No	Unknown
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* ABN

* ITC%

Payment Details

Please provide the bank account details where you would like any potential cash settlement deposited. [?](#)

Bank account

Save and Exit

Previous

Next

Ensure the sections for **GST** and **Payment Details** are completed correctly – this allows us to make payments faster.



Enter the specific details relating to your claim. All mandatory fields are shown with an * (asterisk).

Claim Information

Select Policy

Disclaimer

Contact Details

Tell us what happened

Incident Details

Documents and Notes

Summary

New Claim

Draft reference number: 999-99-999207 ⓘ

Tell us what happened

Please complete this to the best of your ability. If you are unsure of the answer, we can discuss it with you during the claims process.

* Select the type of incident

Please Select

* Which one of these options describes the incident?

Please Select ⓘ

* Who does the insured person consider is at fault?

Please Select ⓘ

Are you reporting a notification only?

Yes

No

* Please describe what happened during the incident, using as much detail as possible

Save and Exit

Previous

Next



Claim Information

Select Policy

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Contact Details

Tell us what happened


Incident Details

Additional Information

Documents and Notes

Summary

New Claim

Draft reference number: 999-99-999207 

Where did this happen?

Where did this happen?

Use the insured address

Address lookup

Enter address manually

Address

4#####STREET

Suburb

ABBOTSFORD

Postcode

3067

State

Victoria

Country

Australia

Incident Details (Weather)

Is the property safe and secure?

Yes

No

Are any urgent repairs required to prevent further loss or damage?

Yes

No

Are you still able to trade?

Yes

No

Save and Exit

Previous

Next



Claim Information

Select Policy

Disclaimer

Contact Details

Tell us what happened

Incident Details

Additional Information

Documents and Notes

Summary

New Claim

Draft reference number: 999-99-999207 

Stock Incident Details

* Has there been any damage caused to the Stock?

Yes

No

Business Interruption Details

* Has Business Interruption occurred as a result of damage caused to the property?

Yes

No

Save and Exit

Previous

Next



Claim Information

Select Policy

Disclaimer

Contact Details

Tell us what happened

Incident Details

Additional Information

Documents and Notes

Summary

New Claim

Draft reference number: 999-99-999207 ?

All relevant documents need to be uploaded for a claim to be eligible for our faster claims process.

Upload Documents

If you have any supporting content for the claim, such as photos of the damage, quotes or invoices, please provide them here.

- Proof of ownership of the damaged or lost item(s): This can be things like purchase receipts, photos of user manuals showing the make and model number, photos of the original packaging showing the make and/or model number, certificates of valuation.
- A repair report: A report that confirms the damage to the item, as well as a description of the item, including the make and/or model number, where applicable.
- A quote to replace or repair the item(s): Details of the repair work to be undertaken or a description of the item being quoted to replace.
- Photos and videos of the damage(s): Please keep all damaged items for inspection unless they are a health hazard.
- A police reference number: If the property has been broken into, please provide a police report reference number.
- Permitted file types: avi, bmp, csv, doc, docx, gif, jpeg, jpg, mdi, mov, mp4, mpeg, mpg, msg, pdf, png, pps, ppt, pptx, ps, rtf, rtx, tif, tiff, txt, wav, wma, wmv, xls, xlsx.
- Maximum upload file size: 25 MB each.
- Maximum upload filename length: 30 characters.

Drag and drop files here. Limit: 30

 Upload Files

Is there anything else you would like to let us know about the claim?

 Note



Document matrix

	Check policy schedule and limit	Proof of ownership	Proof of loss or damage report	Quote or invoice for replacement or repair	EFT bank details	ITC GST details
Loss of contents	✓	✓	✗	✓	✓	✓
Loss of personal effects	✓	✓	✗	✓	✓	✓
Contents damage	✓	✗	✓	✓	✓	✓
Building damage	✓	✗	✓	✓	✓	✓
Stock damage	✓	✓	✓	✓	✓	✓
General property damage	✓	✓	✓	✓	✓	✓
Glass	✓	✗	✓	✓	✓	✓
Motor burnout	✓	✗	✓	✓	✓	✓
Loss or theft of stock	✓	✓	✓	✓	✓	✓
Fence damage (50%)	✓	✗	✓	✓	✓	✓



Claim Information

Select Policy

Disclaimer

Contact Details

Tell us what happened


Incident Details

Additional Information

Documents and Notes

Summary

New Claim

Draft reference number: 999-99-999207 

Review the summary details before submitting the claim.

Summary

Before submitting your claim, please take a moment to review the key information you have provided us.

Select Policy

Policy number GA126010382BUSP

Date of incident 8 Apr 2023

Time of incident 12:01 pm

Contact Details

Main contact Ilija Bogoevski (Broker) , +61411561879

Tell us what happened

Claim type Weather

Which one of these options describes the incident? Storm

Please describe what happened during the incident, using as much detail as possible Storm damage to roof causing water ingress and damage to ceiling

Incident Details

Where did the incident occur? 4#####STREET, ABBOTSFORD, 3067, Victoria, AU



This is where you will find your claim reference number.
Please print or save this page for your records.



Thank you for submitting the claim. The claim reference number is [424-04-000012](#).

Our claims team will review the details and contact you within two business days to discuss the repair process, arrange an assessment (if required) and advise you of any excess that may apply.

For any urgent assistance with your claim, please contact us [here](#) for Personal Insurance and [here](#) for Commercial Insurance.

Kind regards, Hollard Insurance

[Print Confirmation](#)

[Back to claims](#)



Need help getting started?

Reach out to our broker support managers, Ilija Bogoevski and Britney Wilson by emailing bemclaims@hollard.com.au

