

Making a claim online – get started today!

Making Consumer and Business claims with Vero is now faster and easier when you use our online claim form.

The mandatory fields in the online claim form ensure we are capturing the information required to complete a claim lodgement, make claim decisions and progress the claim at “first touch”.

Online claim forms are available for consumer home, contents and motor vehicle claims along with commercial property and commercial motor claims.

Consumer home, contents and motor vehicle claims submitted via the online claim form can now be auto lodged in Vero’s claims system, enabling faster handling of claims.

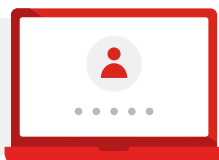
This is part of a larger journey with digitisation and puts us on the road towards straight-through processing of claims made online.

Preparing for the next major event – faster claims processing

Past major events have demonstrated that using automation and digitisation to process a high volume of claims is hugely beneficial to our customers and brokers who are significantly impacted.

Using an online claim form will save time and effort during these major events and allow our claims consultants to focus on the highest need first.

Make a claim online today!
www.vero.co.nz/claims



Send us your feedback

If you have any feedback about the online claims form, then please send this to:

AMP feedbackclaimform@ampg.co.nz

Vero feedbackclaimform@vero.co.nz

(NB these email addresses are **NOT** for claim enquiries – only for feedback on the online claims form.)



Features

There are a range of digital features to support your online claim.

What’s new

- The “review and confirm” step means that a claim can be reviewed and edited before submitting.
- Brokers and customers who include their email address on the claim form will be able to download a PDF copy of the submitted claim.
- For consumer claims a claim number will be returned when the claim is successfully lodged.

Benefits of online claims

- Using the online claim form provides the reporter with a tracking number that can be used until the claim number is issued.
- Claims lodged online mean faster claim processing and outcome for the customer.
- Making a claim through our online channel is more secure than email therefore reducing the cyber risk.

How to get started

Making a claim online is fast and easy.

To get started the key information you need is:

- policy number for Customer/Business
- name of person/business/trust as insured i.e. Mr & Mrs xxxxx, Federal Family Trust, Acme Limited
- residential address or car registration.