

# Online Claims Reporting and Viewing

## Frequently Asked Questions

### 1) What happens after I report my claim?

Once you submit your claim online you will automatically receive an email with your individual claims reference and a copy of the information you have provided.

### 2) Will I still have to send additional documentation in order for my claim to be settled?

Our Online facility allows you to both register your claim and send in documentation to us at the same time. Sometimes additional information or documentation may still be required in order to process your claim but your Claims Technician will advise you if this is necessary.

### 3) Can I report the theft of my vehicle using the online facility?

No. The system does not currently support the reporting of Motor Theft claims however this is something that is being investigated.

### 4) Can I report a windscreen claim using the online facility?

Yes, but we would suggest that you contact your insurer's dedicated windscreen claims line (Visit 'Claims Contacts' on our website, check your policy documentation or ask your Claims Technician for the contact number)

### 5) Will I be able to see all of my outstanding claims?

Yes. All of your outstanding claims will be visible including the present position, payments and outstanding reserve.

### 6) What if I want to ask my Claims Technician a question about my claim?

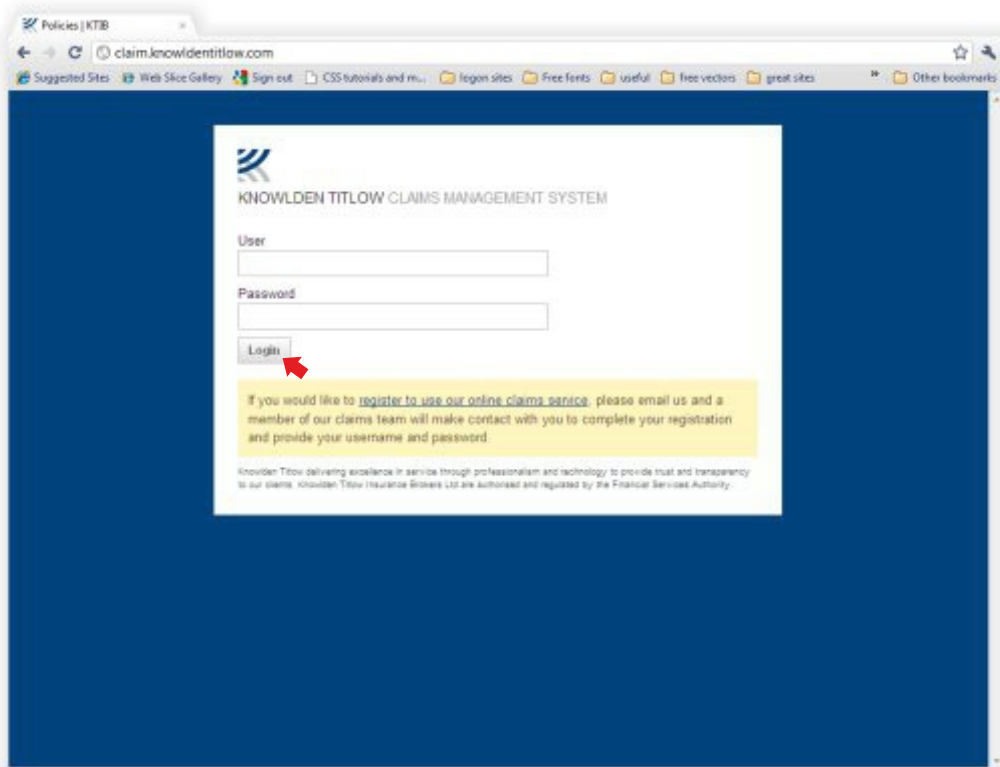
You can email your Claims Technician from within the claim you are viewing using the 'Email KTIB' button at the top right of the page. This will allow you to attach documents to the email in the normal manner.

### 7) How easy is it to make an online claim?

Our system is very simple to use. Go to the next page for a Step by Step guide on how to make an online claim.

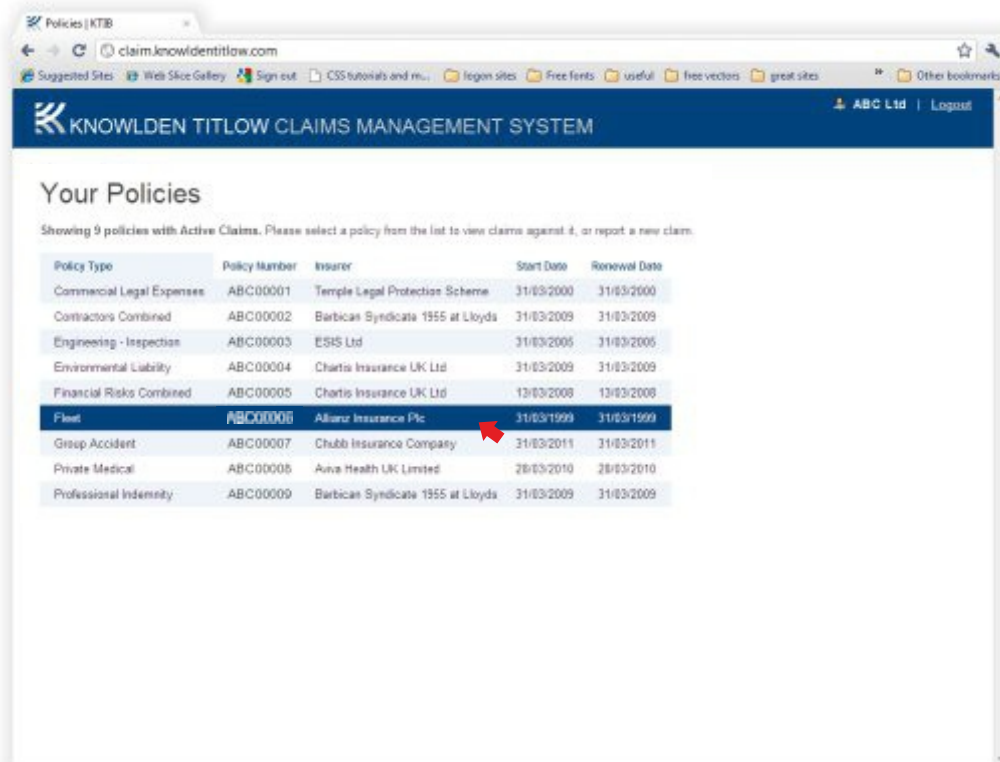
## Step 1

Login to you account using your Username and Password.



## Step 2

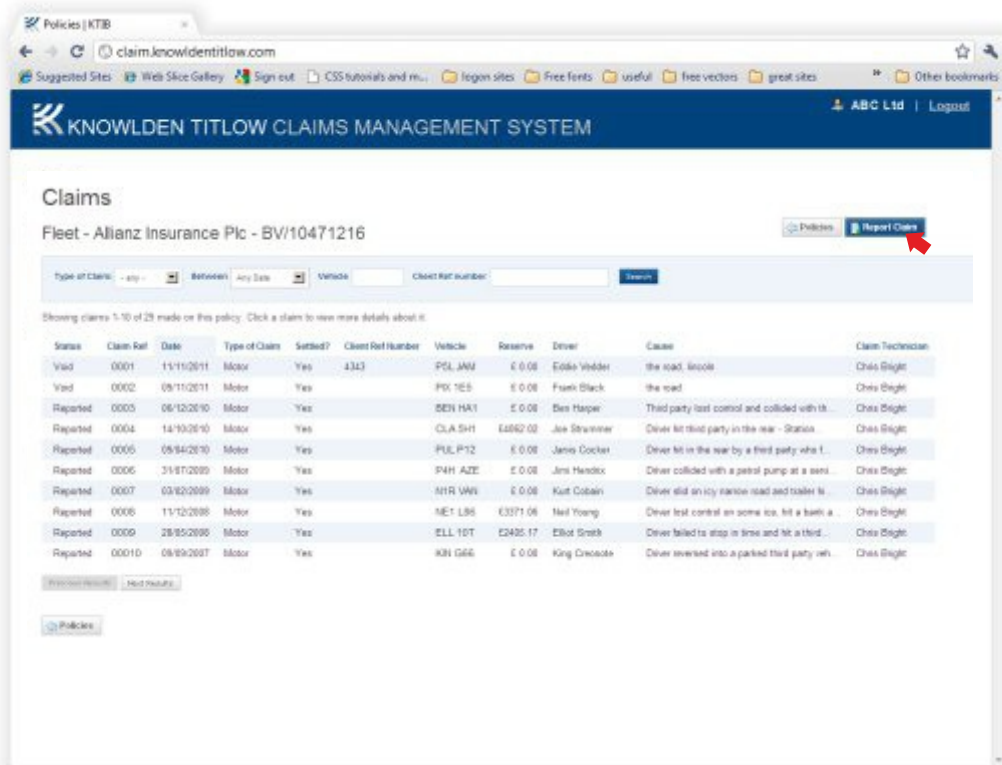
Click on the policy you would like to make a claim under.



The data shown here is for illustration purposes only. The data is fictional and although representative it does not relate to any actual data.

## Step 3

Click on the 'Report Claim' button.



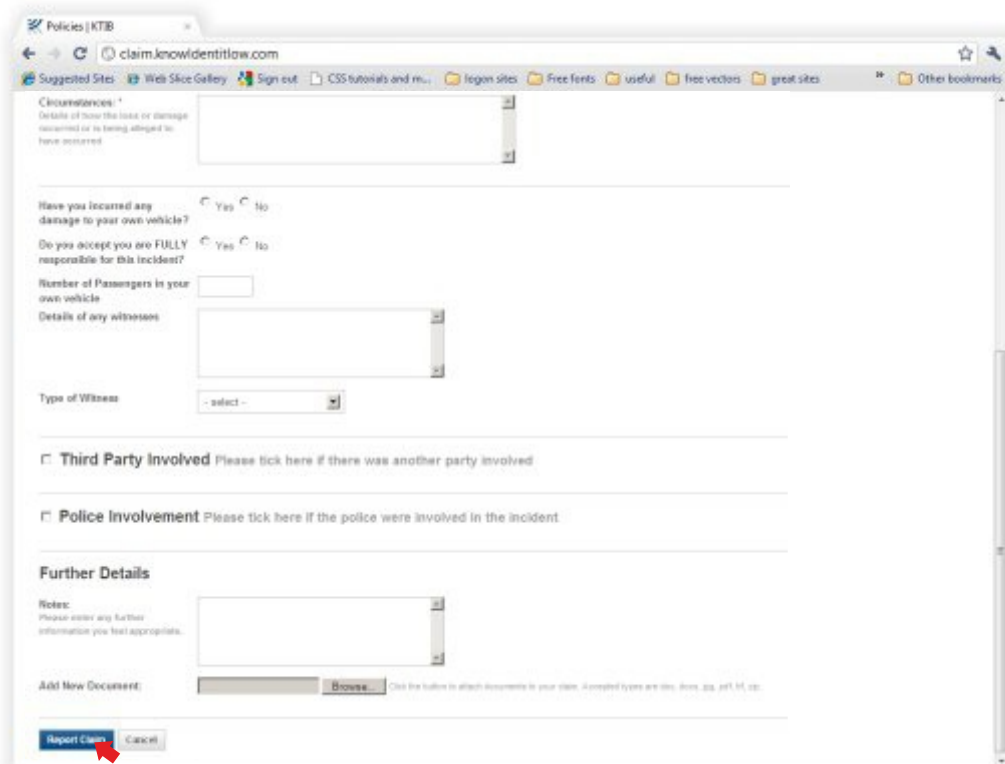
The screenshot shows the 'Claims' section of the 'Fleet - Allianz Insurance Plc - BV10471216' policy. A red arrow points to the 'Report Claim' button in the top right corner. Below the header is a search bar with fields for 'Type of Claim', 'Between', 'Any Date', 'Vehicle', and 'Claim Ref Number'. A table lists 10 claims with columns for Status, Claim Ref, Date, Type of Claim, Settled?, Client Ref Number, Vehicle, Reserve, Driver, Cause, and Claim Technician. The table data is as follows:

Status	Claim Ref	Date	Type of Claim	Settled?	Client Ref Number	Vehicle	Reserve	Driver	Cause	Claim Technician
Valid	0001	11/10/2011	Motor	Yes	1113	PSL JAN	£ 0.08	Eddie Wheeler	the road, inside	Chris Bright
Valid	0002	08/11/2011	Motor	Yes		PDV 1E5	£ 0.08	Franz Black	the road	Chris Bright
Reported	0003	06/12/2010	Motor	Yes		SEN HA1	£ 0.08	Ben Harper	Third party lost control and collided with th...	Chris Bright
Reported	0004	14/10/2010	Motor	Yes		CLA SH1	£482.00	Joe Strummer	Driver hit third party in the rear - Statist...	Chris Bright
Reported	0005	05/04/2010	Motor	Yes		PUL P12	£ 0.08	James Cockler	Driver hit in the rear by a third party who f...	Chris Bright
Reported	0006	31/07/2009	Motor	Yes		P4H AZE	£ 0.08	Jim Hedrick	Driver collided with a petrol pump at a seni...	Chris Bright
Reported	0007	03/02/2009	Motor	Yes		NTR WWS	£ 0.08	Kurt Cobain	Driver slid on icy narrow road and tumbled b...	Chris Bright
Reported	0008	11/12/2008	Motor	Yes		ME1 L85	£3371.06	Neil Young	Driver lost control on some ice, hit a bush a...	Chris Bright
Reported	0009	28/05/2008	Motor	Yes		ELL 10T	£2435.17	Elliot Smith	Driver failed to stop in time and hit a third...	Chris Bright
Reported	00010	08/09/2007	Motor	Yes		KBN G66	£ 0.08	King Crocodile	Driver reversed into a parked third party veh...	Chris Bright

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## Step 4

Complete the claim form on screen. When you have finished click the 'Report Claim' button. That's it - simple!



The screenshot shows the 'Report Claim' form. It includes a text area for 'Circumstances', a 'Have you incurred any damage to your own vehicle?' question with 'Yes' and 'No' radio buttons, a 'Do you accept you are FULLY responsible for this incident?' question with 'Yes' and 'No' radio buttons, a 'Number of Passengers in your own vehicle' input field, a 'Details of any witnesses' text area, a 'Type of Witness' dropdown menu, and checkboxes for 'Third Party Involved' and 'Police Involvement'. Below these are 'Further Details' with a 'Notes' text area and an 'Add New Document' section with a 'Browse' button. A red arrow points to the 'Report Claim' button at the bottom left.



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