

Allianz Insurance plc

Helping you track your claim!

Claims Tracking System

User Manual



Allianz 

Contents

Introduction	1
Entry to the Claims Tracking System	2
The Claims Tracking System	2
3.1 Individual Claims	3
3.2 Reports	5



1. Introduction

Welcome to the flexible internet-based claims tracking system. This facility allows you to monitor the progress of individual motor and fleet claims on a regular basis and to construct claims reports on individual clients.

The system is simple to use and the data is updated daily. It offers you:

- The ability to look at individual claims, you can check on current status easily
- The ability to produce reports on a particular claim or groups of claims
- Accurate information updated every night

You will be able to search for individual claims using:

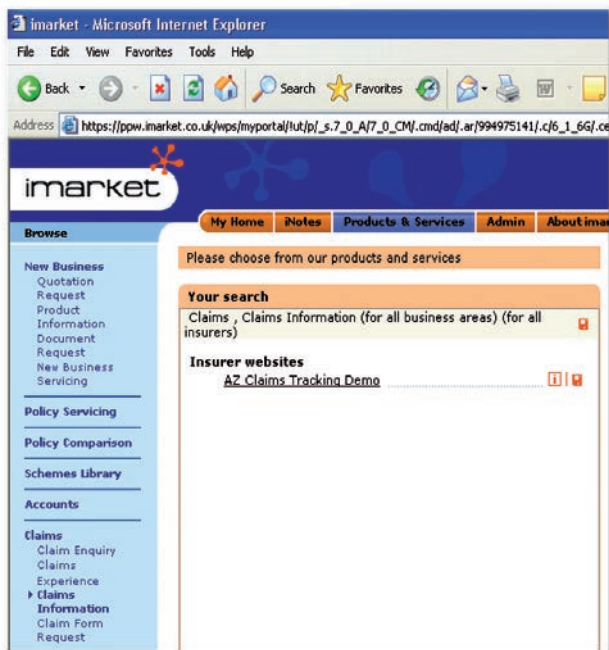
- Policy Number
- Client Number
- Claim Number
- Policy Year
- Month of Accident
- Vehicle Registration Number
- Driver's Name

Reports can be generated for individual policies that can include:

- Number of Claims
- Vehicles Involved
- Driver Details
- Total Payments and Recoveries

2. Entry to the Claims Tracking System

To enter the Claims Tracking System log onto www.imarket.co.uk From the Home page choose the option **Products and Services**. Then choose **Claims / Claims Information**. You will then see the following.



To enter the system simply click on the link **AZ Claims Tracking**. You will not need another password or user id.

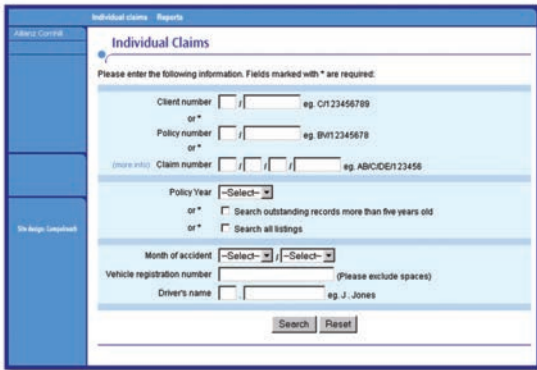
3. The Claims Tracking System

Once you have clicked on the link **AZ Claims Tracking** you will see the following. This will give you the option to look at individual claims or to create a report



3.1 Individual Claims

If you then click on Individual Claims the following screen will appear.



This is the screen that allows you to search for an individual claim. If you know the claim number of the claim details you wish to see, you can enter it into the **Claim Number** field without any further details and the relevant record will be returned. However, you can also search for an individual claim using other options.

If you enter the **Claim Number** or the **Policy Number** the system will ask you to also select the **Policy Year** to narrow down the search. You can, if you wish, choose a single year, records more than five years old or all years. If you select claims that have been notified within the last five years the system will bring up both open and settled claims. If you choose to see records more than five years old the system will only bring back those claims that are still outstanding.

In addition, you can redefine the search by entering further information. There is a facility to add the **Month of Accident**, the **Vehicle Registration Number** and the **Driver's Name**.

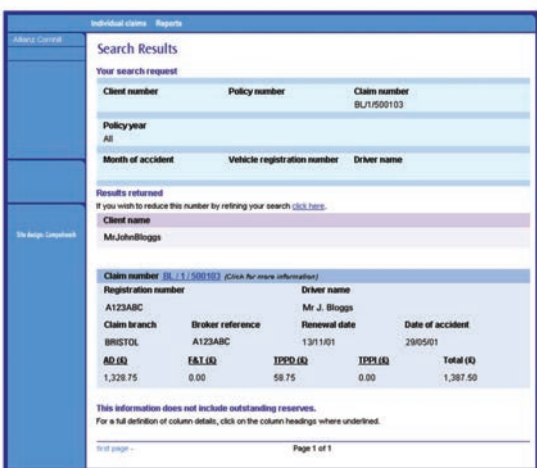
If you search on **Claim Number** for **All** policy years the top of the next screen will show you your search criteria. Further down the page are summaries of all the claim records that fulfil the criteria. In this case only one claim matches the search.

To select an individual claim to view in detail, please click on the **Claim Number**.

You will then see the following screen.



The individual claim record is divided into clear areas as denoted by the tabs at the top of the screen. The system will automatically default into the **Insured** details. This includes information concerning the client, the driver, the vehicle, the broker, the incident and the policy cover.

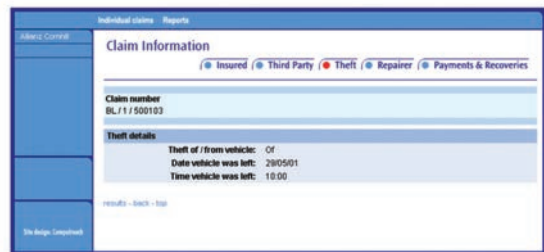


If you click on **Third Party**, details of any third parties attached to the claim will appear.

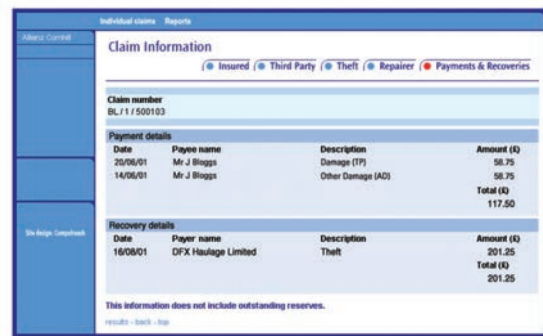


It will also indicate whether there is a claim for personal injury and whether legal action has been undertaken.

The **Theft** tab includes full details of any theft including the date and time of the loss and details of any property damaged or stolen.



Finally, when clicking on the **Payments & Recoveries** tab you will be able to see full details of payments and monies recovered. It will show the date, the amount and to whom the payment has been made or from whom monies have been recovered.



3.2 Reports

To create a report either click on **Reports** within the opening page or click on **Reports** situated at the top of the screen. The following screen will appear.

This differs from the search screen within the individual claim area as there is no option to choose a claim number. By entering a 'client number' or a 'policy number' the system will give summary details for the total claims occurring within the dates chosen. Again there is the choice of an individual policy year, records over five years old or all records. However, you must specify which of these periods you require.

Payments made					
No. of claims	<u>AD (£)</u>	<u>FAI (£)</u>	<u>TPSD (£)</u>	<u>TPPI (£)</u>	<u>Total (£)</u>
2	374.22	0.00	58.75	0.00	432.97

There is also the option to redefine your report to look at claims attaching to an individual vehicle or driver by completing the **Vehicle Registration Number** or the **Drivers Name** fields.

The report that is produced will show the number of claims along with payments split between own accidental damage, fire and theft, third party property damage and third party personal injury. An overall total is shown at the end of the report.

If you have any further queries regarding the Claims Tracking system please contact your local Business Developer.

www.allianz.co.uk

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Financial Services Register number 121849.



ACLIM116/4 09:13