

MY ANSVAR SELF-SERVICE BROKER PORTAL

What is My Ansvar?

My Ansvar is an intuitive, user friendly interface designed specifically for brokers. It is a self-service portal that gives brokers access to:

- Certificate of Currency
- Claims Notification
- Claims Experience Report
- Key Ansvar Resources – policy documents, key state Ansvar contact listings, portal user manuals
- Latest Broker Forum information

FAQ's

1. How do I access the portal?

When your profile was registered, you would have received an email with your username and password.

2. How can I reset my password?

You can reset your password at any time by clicking 'Forgot Password' on the log in page. This will prompt you to enter a new password.

3. How secure is the portal?

All appropriate measure have been taken into consideration to ensure that the portal is secure from potential hacks. The portal is also password protected and each user profile is linked to their unique broker agency code to ensure that access is only granted to authorised personnel and to policies within their relevant agency.

4. How can I search for a policy?

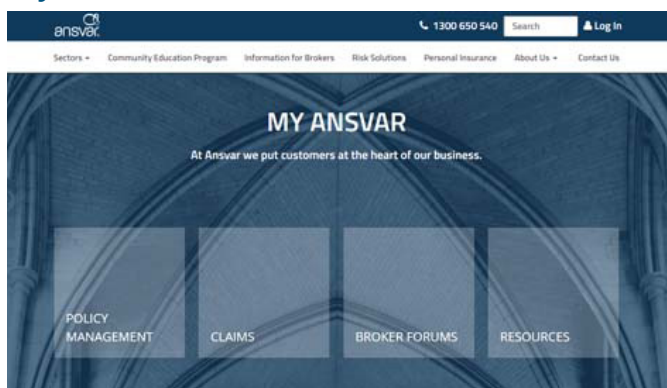
You can search for a policy by policy number, client name and/or client address. To ensure a fast response, the policy search is currently restricted to 100 results. The more precise information you enter, the higher the likelihood of the correct result.

Please note: Client details are different from insured details

5. How are the search results sorted?

The results are displayed in an alphabetical order, by current policies first.

My Ansvar Menu



6. What if I don't know the exact spelling for a client name?

You can search for a policy by entering a partial client name. However, please remember that if you make it too generic, such as "a" or "ab" your search results will bring back excessive amount of data.

7. Is there a restriction on the number of files I can attach in the claims notification module?

No, there is no restriction in the number of files you can attach. However, the total must not exceed 18 MB.