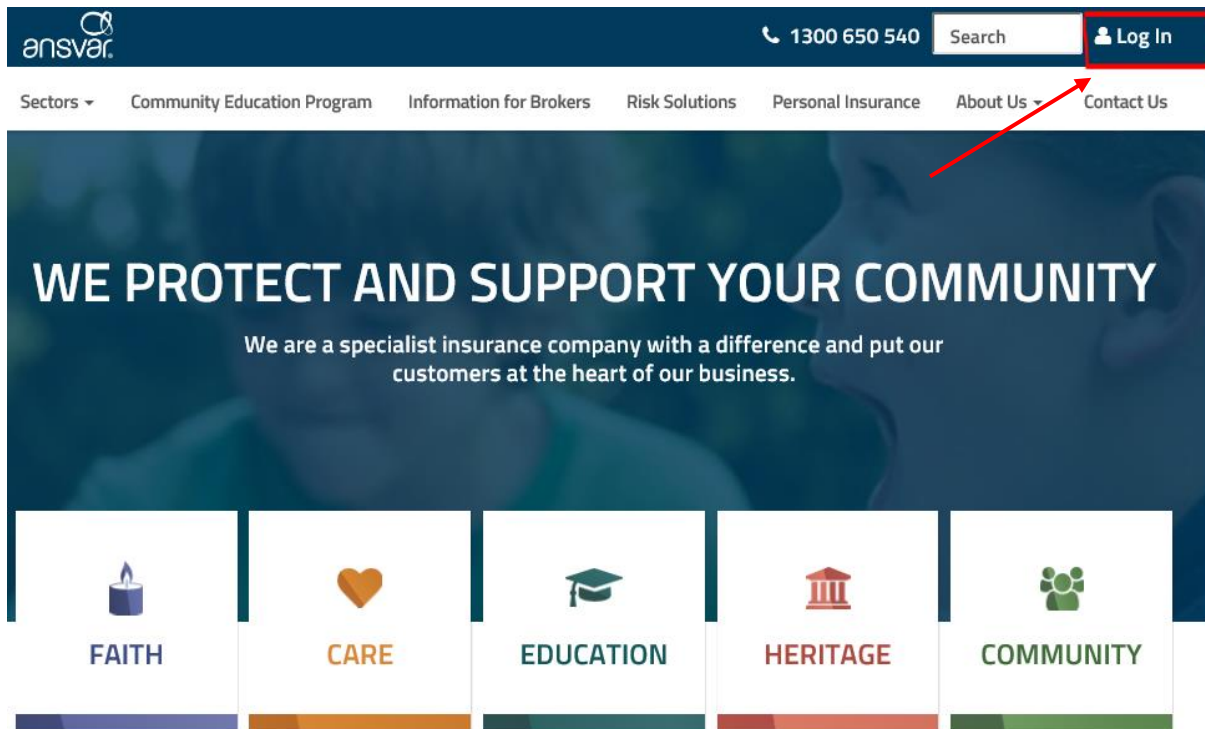


## 1. Accessing Broker Portal

To access the Broker Portal, go to Ansvar website – [www.ansvar.com.au](http://www.ansvar.com.au)

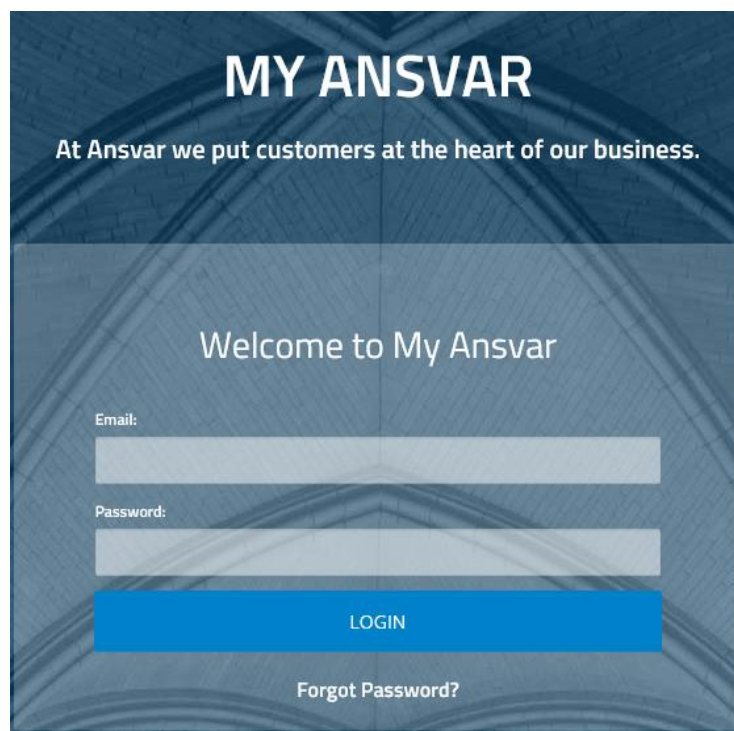
- Click “Log In”



## 2. Logging into Broker Portal

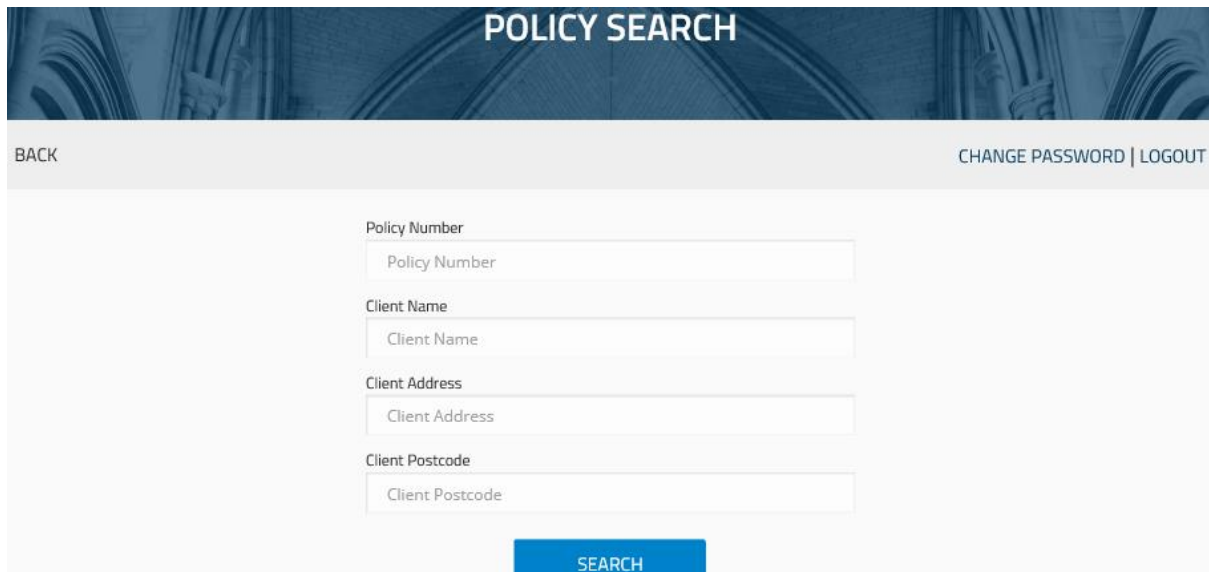
The username is your email address and password is system generated, that you would have received via email.

On your first log in, you will be prompted to change your password



### 3. Searching for a policy

You can search for a policy by any of the following factors



**POLICY SEARCH**

BACK CHANGE PASSWORD | LOGOUT

Policy Number  
Policy Number

Client Name  
Client Name

Client Address  
Client Address

Client Postcode  
Client Postcode

SEARCH

You can search by entering multiple fields. The more data you put in the more accurate your search will be.

Please note: you cannot solely use the postcode field as it will return excessive data – please only use this field in conjunction with another.

### 4. Policy Search Results

The search results will bring back the policy cards as below.

By clicking 'expand all', you will be able to see the following additional data:

- Original Inception Date
- Current Inception Date
- Coverage Type

Once you have found the policy you are looking for, click "select"



Policy Number: [REDACTED]

Client Name: [REDACTED]

Insured Name: [REDACTED]

Address: [REDACTED] ROSEBUD 3939

Policy Term: 01 Jun 2017 to 01 Jun 2018

[Expand all](#)

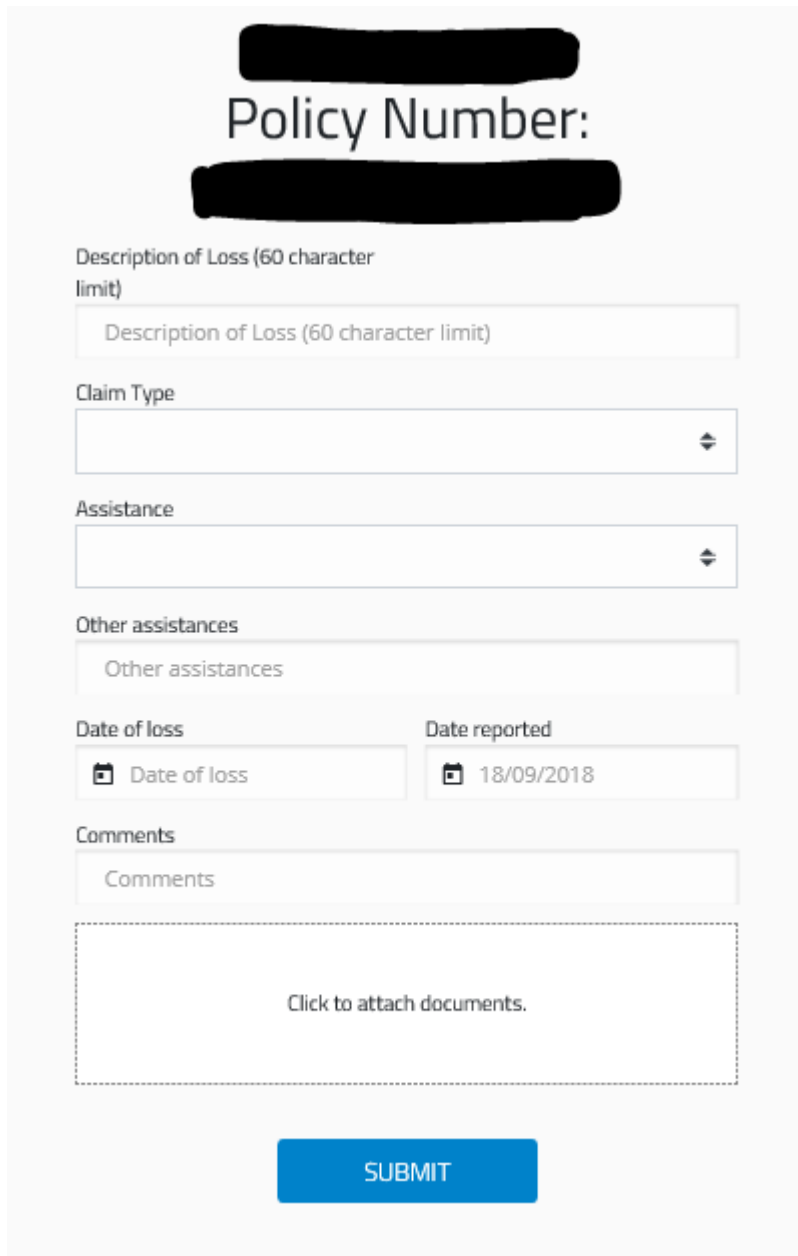
SELECT

## 5. Claim Notification

On the claim notification page, you will be prompted to enter the following:

- Description of Loss
- Claim Type – Property, Motor, Liability
- Assistance sought – Loss Adjuster, Make Safe – Builder, Make safe – Restoration, Solicitor, Notification Only, Other (please specify)
- Date of Loss
- Date Reported – defaults to the date you are completing the form
- Free-text comments
- Functionality to attach multiple files (Optional) – 18 MB limit

Once completed, click “submit”



The screenshot shows a web form for claim notification. At the top, the text "Policy Number:" is displayed, with the actual number redacted by two black bars. Below this, the form contains several input fields and dropdown menus:

- Description of Loss (60 character limit):** A text input field with the placeholder text "Description of Loss (60 character limit)".
- Claim Type:** A dropdown menu with a downward arrow.
- Assistance:** A dropdown menu with a downward arrow.
- Other assistances:** A text input field with the placeholder text "Other assistances".
- Date of loss:** A date picker field with a calendar icon and the placeholder text "Date of loss".
- Date reported:** A date picker field with a calendar icon and the value "18/09/2018".
- Comments:** A text input field with the placeholder text "Comments".
- Attachments:** A dashed rectangular box containing the text "Click to attach documents."
- Submit:** A blue rectangular button with the text "SUBMIT" in white capital letters.

## 6. Claim Number

If you have an active policy and the Date of Loss is within that active policy period, you will be given a claim number in real time. The claim number is your reference to any future discussions with Ansvar.

If you need to send any further correspondence, you can do so by quoting the claim number in the subject line of the email to Ansvar. Emails can be sent to [claims@ansvar.com.au](mailto:claims@ansvar.com.au)

# Thank You



Thank you for notifying us of the incident. Your claim number is **296329**. Please send any additional information to [claims@ansvar.com.au](mailto:claims@ansvar.com.au) quoting this claim number in the subject of the email.