

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:

- Search for a Policy
- 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

Key Benefits

- Real time data exchange between brokers and internal users for instance when a claim is lodged you will receive an instant claim number.
- Instant access to information, including after hours.
- Security driven functionality for brokers.
- Significantly reduced administration time
- Reports emailed directly to the email address you used to log into the portal.

How do I get access to My Ansvar?

Registration

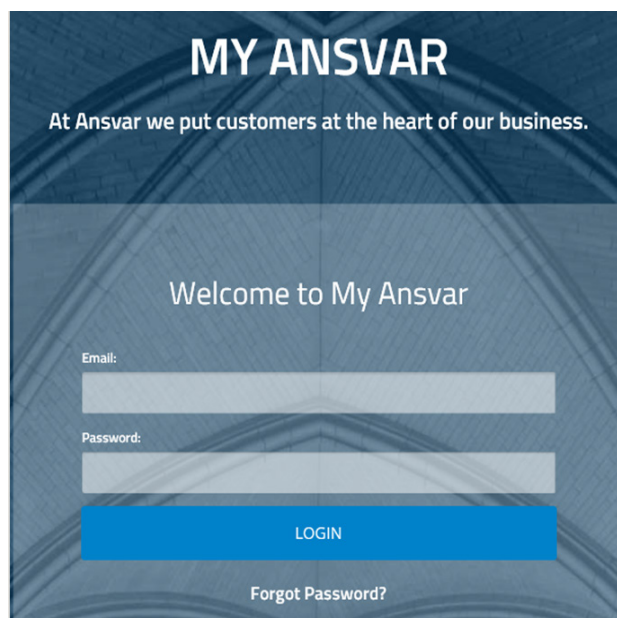
Contact your dedicated Ansvar Client Solutions relationship manager to receive a registration link. Once you have completed and submitted your details, from that specific link, you will receive login details within a few days.

Login Details

- My Ansvar login can be found on Ansvar's website.
- We have taken all the privacy precautions, so you can be assured that no one will have access to your data other than yourself.
- When you register to use this service you will also need to sign a user agreement that clearly state your obligations as a user.

User Manual

We have user manuals available online for guidance on how to generate a certificate of currency, generate a claims experience report, search for a policy and lodge a claim.



FAQ's

1. 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.

2. 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

3. How are the search results sorted?

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

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

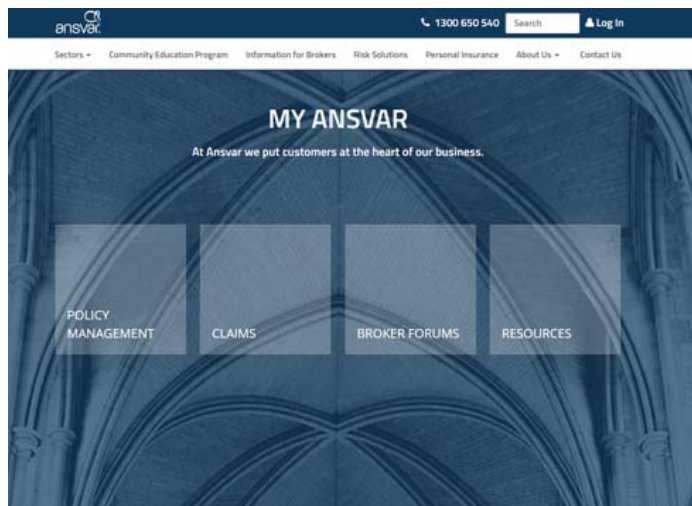
You can search for a policy by entering a partial client name. However, please remember that if you make it too generic, such as "a" or "ab" your search results will bring back excessive amount of data.

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

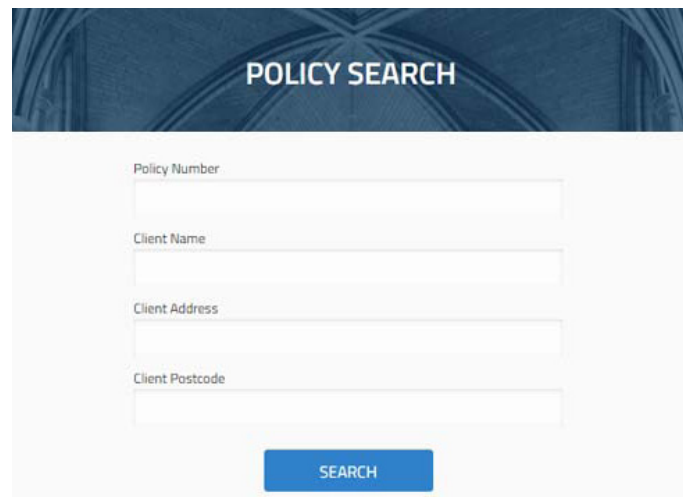
No, there is no restriction in the number of files you can attach. However, the total must not exceed 18 MB.

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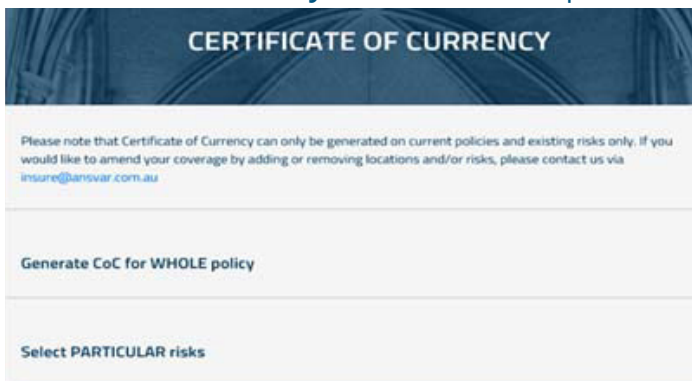
My Ansvar Menu: Using the broker portal will significantly reduce your administration time



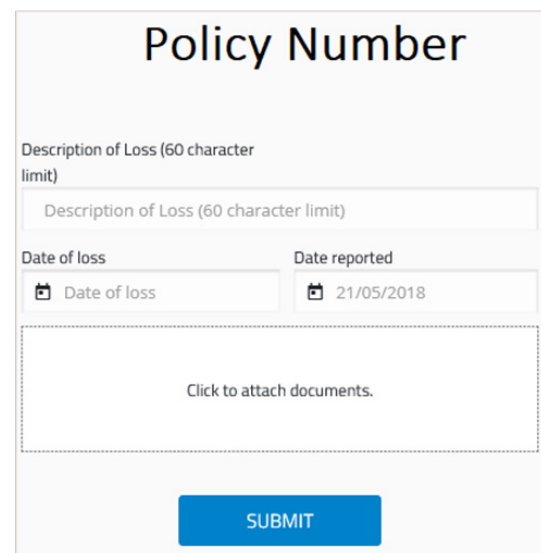
Policy Management: Policy search for an existing policy



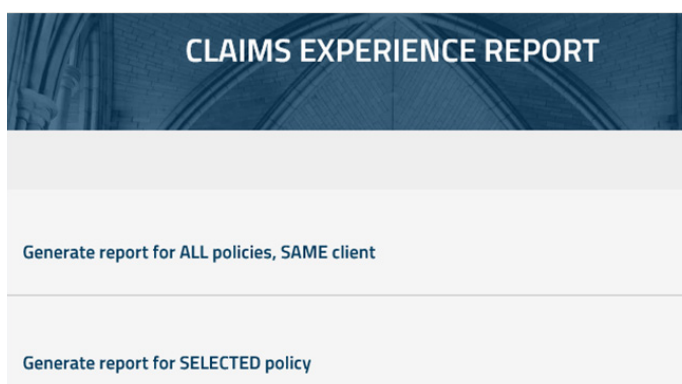
Certificate of Currency: Generate CoC reports



Claim Notification: Lodge a claim and receive a real time claim number



Claims Experience Report: Presents details such as Date of Incident & Claim Description



Claim Number: Real time claim number received

