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VMIA Portal

Adding Attachments to Open Claims

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Adding an attachment to aneExisting Claim (1/7)

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Step 1: Log in to the Client Portal and click on 'My claims'.

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My policies	My renewals	My claims	My Invoices	Assessment information

Show subsidiary claims

Export   ↻ Refresh

☰ Group   👁 Fields   ↕ Density   Default view ⌄

Claim number	⋮	Type of loss/damage	⋮	Triage category	⋮	Claimant	⋮	Claim handler	⋮	Incident description	⋮	Claiming organisation	⋮	Date of loss	⋮	Claim status	⋮	⋮
24-00844		Property														Closed-Cancelled		**Actions**
24-00803		Property														Closed		Actions

Step 2: Select (click on the) the claim you wish to add an additional attachment(s) to.

⌄ **Claim details**

Loss date and type	Loss details	Contact details	Bank details	Attachments

Date and time of incident
01/08/2023 06:47 PM

Type of loss/damage
Travel Insu

Select cove
Internation

Step 3: Navigate to the "Attachments" tab (located next to the "Bank details" tab).

Step 4: Click on the "Attachments" tab.

Adding an Attachment to an Existing Claim (3/7)

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Claim details

| Loss date and type | Loss details | Contact details | Bank details | Attachments |

+ Add new

Step 5: Under the Attachments tab, click on "+ Add new".

Demo Attachment
| Claim | VMIA1 test1

Once you click on "+ Add new", a window will appear asking you to select the files you wish to attach to your claim.

Summary of Claim FNOL - 09May2023.pdf
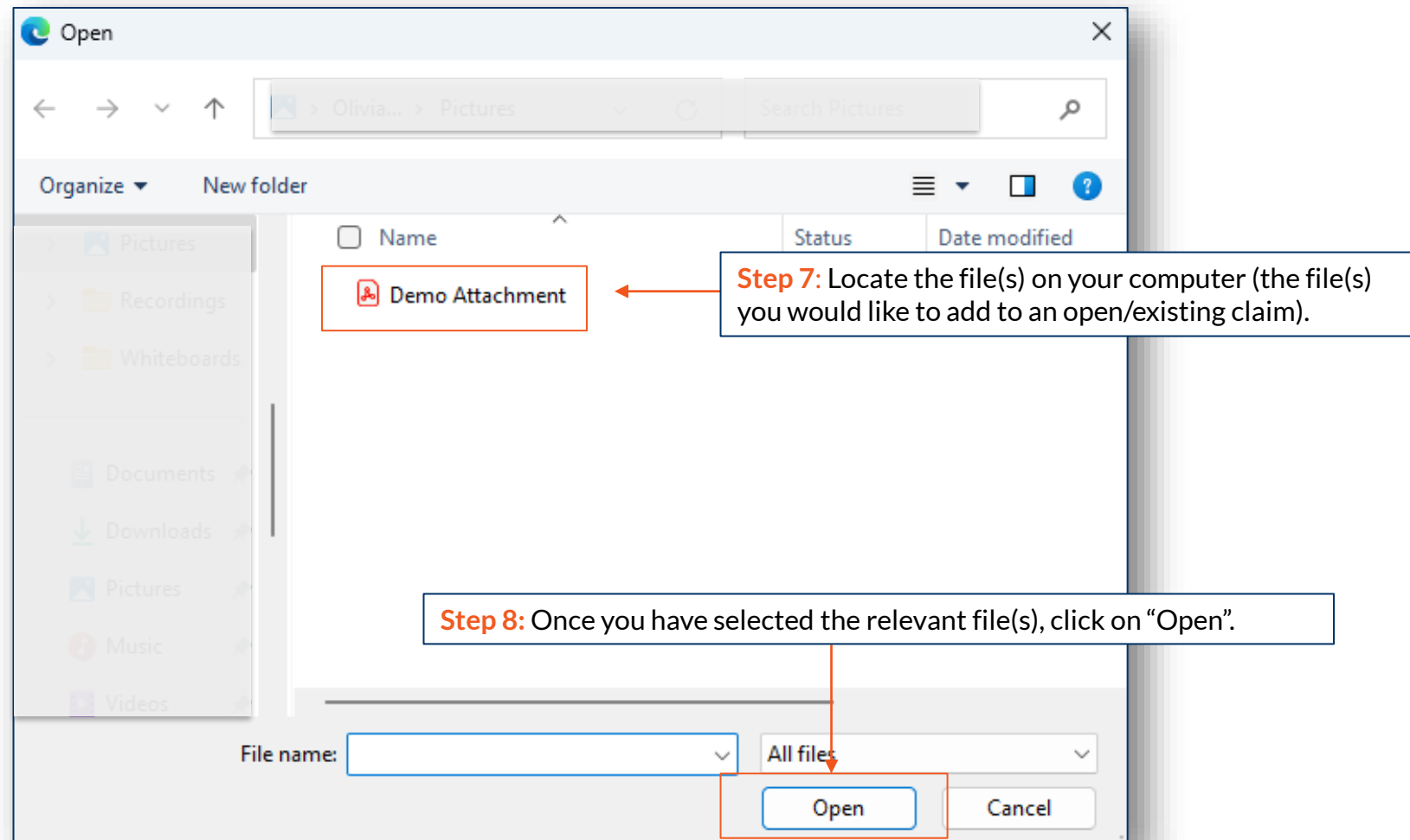| Claim | TriageClaimsOfficer1

Attach file(s)

Drag and drop files here

OR

Select file(s)

Step 6: Click on "Select file(s) **OR** drag and drop your file(s) directly from (for example) an email or a location on your computer.

Cancel   Attach

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Step 7: Locate the file(s) on your computer (the file(s) you would like to add to an open/existing claim).

Step 8: Once you have selected the relevant file(s), click on "Open".

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Attach file(s) ✕

Drag and drop files here

OR

Select file

Step 9: Input the "Author" of the file (the name of the person who authored/wrote the file you are attaching).

File name	Author	Document date *
Demo Attachment.pdf		10/11/2023 📅

Step 10: Input the "Document date" (the date the file was authored/written).

Name *

Demo Attachment

Step 11: Input the "Name" of the file (e.g., Statement of Claim).

Cancel | **Attach**

Attach file(s) ✕

Drag and drop files here

OR

Select file(s)

File name	Author	Document date *
Demo Attachment.pdf		10/11/2023 📅

Name *

Is this urgent ?

Demo Attachment

Yes | **No**

Step 12: State the urgency of the file (Yes/No). *The urgency of the file will be depicted in the notification email sent to the relevant claim handler upon submission of a new attachment.*

Important: Please only select 'Yes' if the attachment is truly urgent/requires immediate action so it receives the appropriate priority.

Cancel

Attach

Step 13: Click on "Attach".

Adding an Attachment to an Existing Claim (7/7)

You have now successfully added a new attachment/artefact to your claim!

Please note: When you click on 'Attach' (in the previous slide) your artefact will be uploaded to the 'Attachments' tab, and a notification/email will be sent to the relevant claim handler.

Thank you

If you have any questions, please contact claims@vmia.vic.gov.au