

## Adding attachments to an existing claim via the VMIA Portal

### Frequently Asked Questions

#### 1. What are the benefits of adding attachments to existing claims via the VMIA Portal?

You no longer need to email attachments to your claim handler.

Uploading attachments via the VMIA Portal will add the attachment directly to the claim, streamlining the process (rather than sending the attachment via email (or multiple emails for larger attachments)).

Your claim handler will also be notified via email when you add an additional attachment to your claim.

#### 2. Who can add an attachment to an existing (non-private) claim?

Attachments can be added by anyone with VMIA Portal access *and* access to the relevant claim.

#### 3. Who can add an attachment to an existing private claim?

If a claim has been marked as private, i.e., access to a claim has been restricted to specifically nominated individuals, only those individuals can add additional attachments.

#### 4. How many attachments can I add to an existing claim?

There is no limit to the number of attachments which can be added to a claim.

#### 5. Are there any limitations regarding the size or type of file which can be added to an existing claim?

The maximum file attachment size (per individual attachment) is **10MB**.

The VMIA Portal supports the following file formats:

- |        |       |        |       |
|--------|-------|--------|-------|
| - bmp  | - jpg | - rtf  | - msg |
| - doc  | - pdf | - txt  | - csv |
| - docx | - png | - xls  |       |
| - jpeg | - ppt | - xlsx |       |

**6. Is there a cut-off time within the claim process where I will be unable to load new attachments?**

Yes, if a claim is marked as “Closed” or “Resolved – Notification” you won’t able to add additional attachments. If you need to add an attachment to a closed claim or resolved notification, please contact [claims@vmia.vic.gov.au](mailto:claims@vmia.vic.gov.au).

**7. What do I do if the VMIA Portal is not letting me add additional attachments?**

This is likely because the claim is closed. If that’s the case, please email [claims@vmia.vic.gov.au](mailto:claims@vmia.vic.gov.au) with the attachments. If the claim has not been closed and you can’t add any attachments, please contact [claims@vmia.vic.gov.au](mailto:claims@vmia.vic.gov.au).

**8. Can I delete attachments?**

Attachments can’t be deleted once they have been added to a claim. If you would like to have an attachment removed, email [claims@vmia.vic.gov.au](mailto:claims@vmia.vic.gov.au).

**9. What is the difference between selecting Yes or No for the attachment urgency?**

Please only mark your attachment as urgent if it needs immediate attention (so it receives the appropriate priority). As soon as an attachment is added to a claim, the claims handler is notified with the urgency stated in the subject of the email notification. This means that **regardless of the urgency**, the claim handler will be notified once the attachment is added.

**10. How soon after I add a new attachment will VMIA be notified?**

Your VMIA claim handler will be notified via email as soon as a new attachment is added.

**11. Who is the "Author" of the attachment?**

The author is the person or organisation who created and/or authored (wrote) the document. Refer to the table below for examples of authors:

Type of Document	Author	Author Name (Example)
A quote for repairs.	The company who prepared the quote.	<b>JF Repairs &amp; Co.</b>
A report stating the outcome of an X Ray, MRI (or other medical imaging test).	The Radiologist who wrote the report.	<b>Smith, Dr Jane.</b>
A medico-legal expert report.	The medical specialist.	<b>Smith, Dr John.</b>
Statement of Claim.	The law firm acting for the plaintiff	<b>Smith &amp; Smith lawyers.</b>

## **12. What is the "Document date"?**

The document date refers to the date the document/attachment was authored (written).

## **13. Can I still send attachments via email to my Client Advisor or Claim Handler?**

Our preference is for all attachments to be uploaded via the VMIA Portal, however if this is not an option for you, you may send the attachments via email to your claim handler.

Please contact [claims@vmia.vic.gov.au](mailto:claims@vmia.vic.gov.au) if you would like training or assistance on how to upload attachments to claims via the VMIA Portal.