VMIA Portal

How to filter your claims

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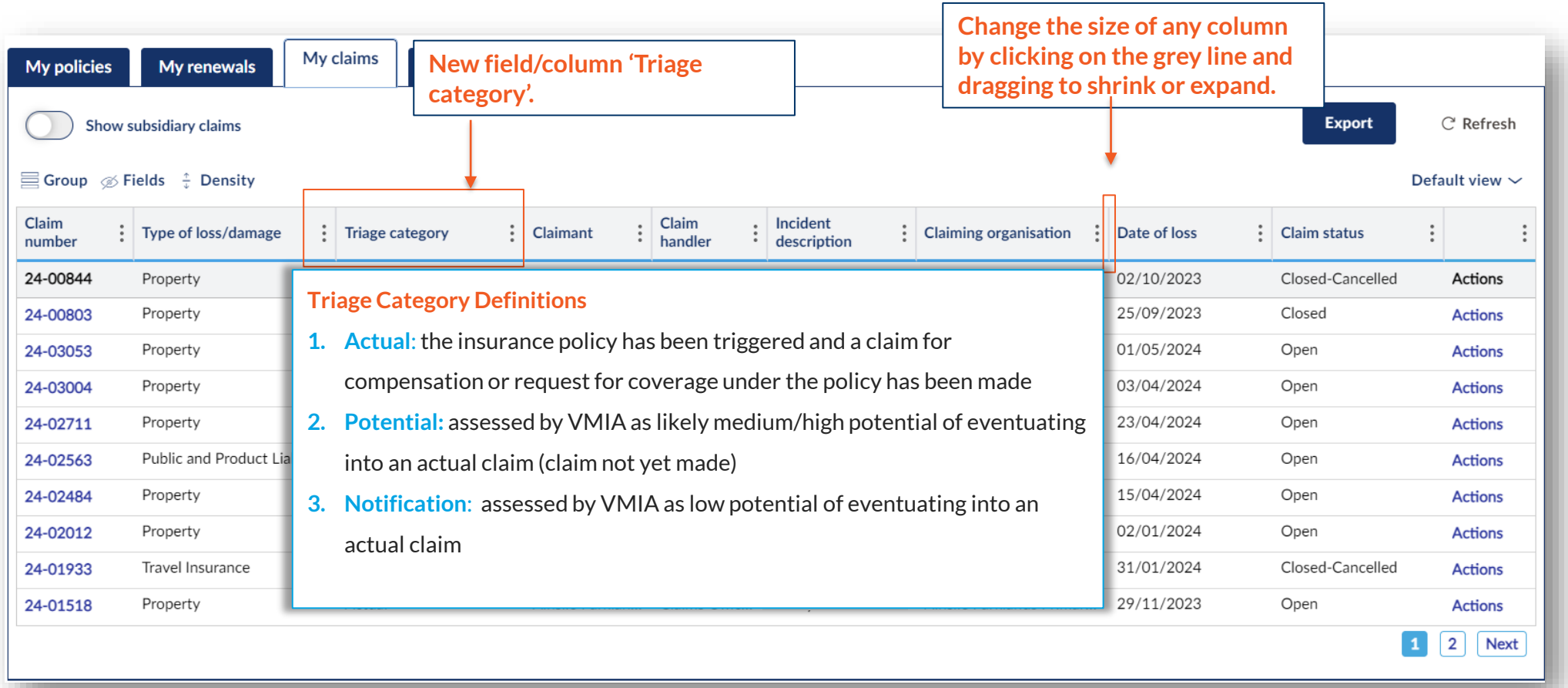
How to filter your claims

Introduction

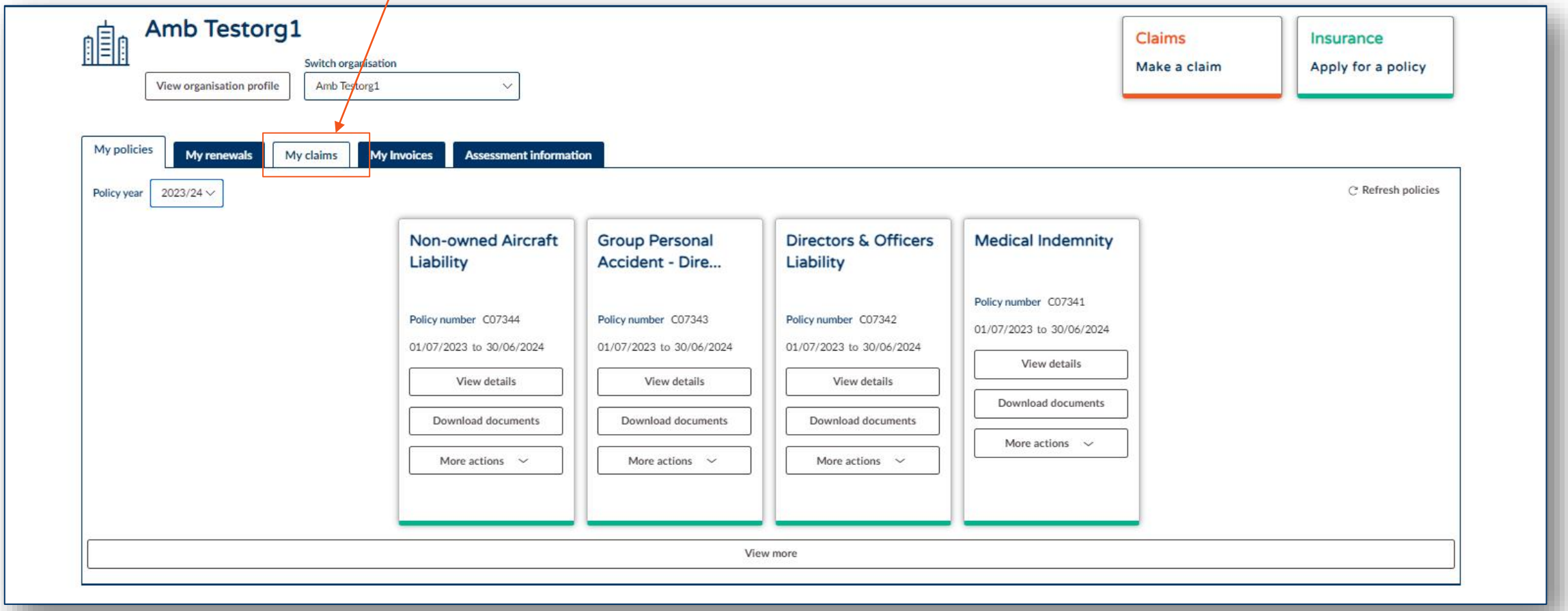
New features

1. **We have added 'Triage category' as a new column and removed 'Policy holder'.**
2. **You can manually click to expand or shrink each column (e.g., expand the 'Incident description' column).**



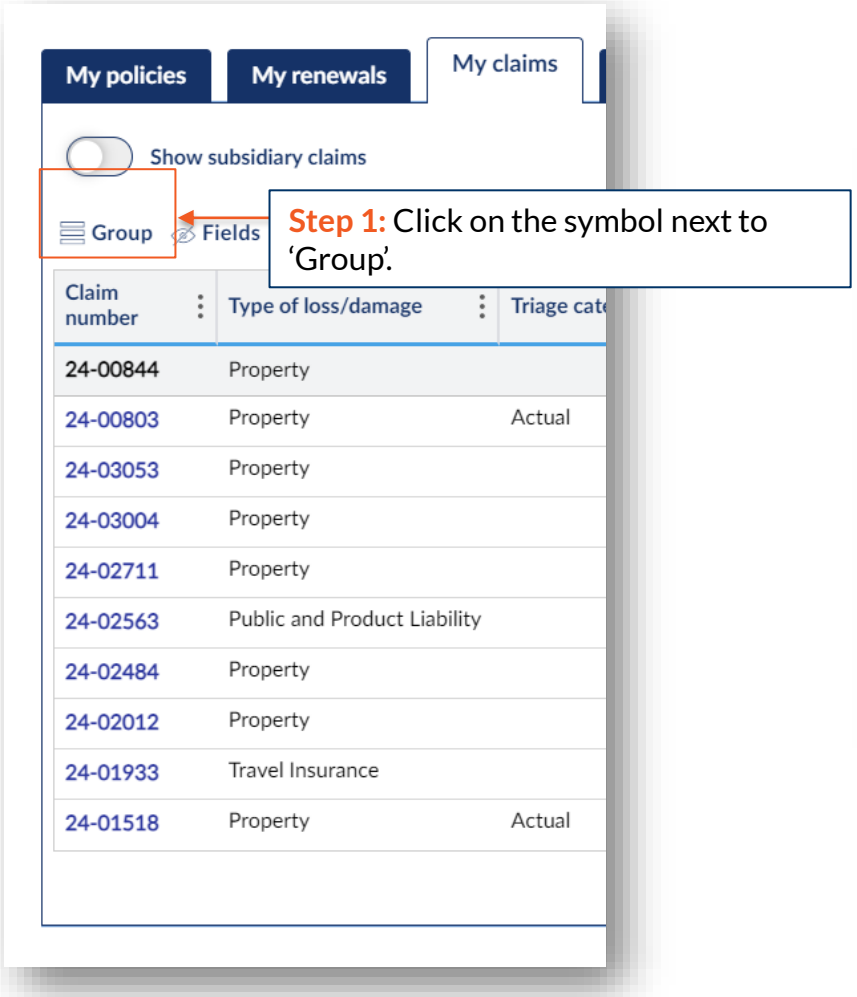
How to filter your claims
Locating ‘My claims’

Step 1: Open the Client Portal and click on “My claims”.

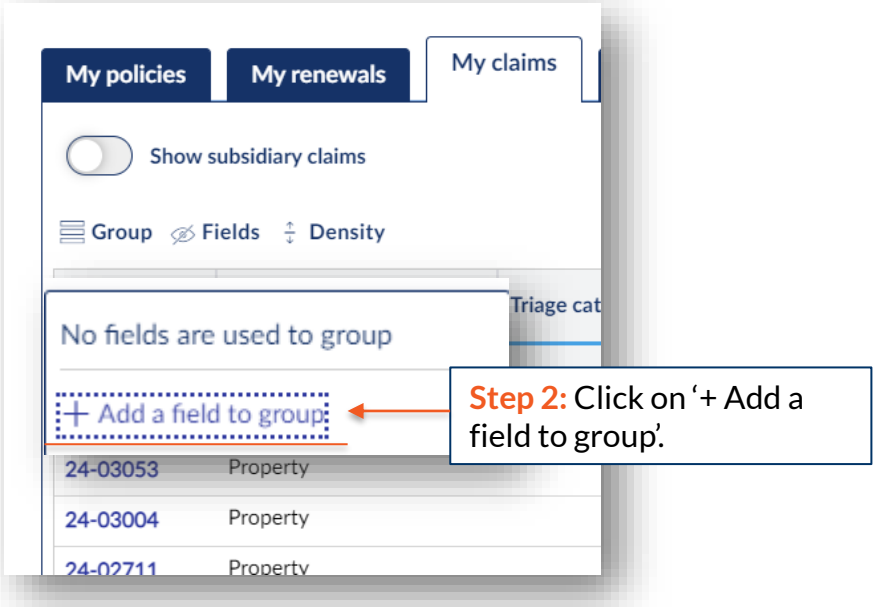


How to filter your claims
Filtering by ‘Group’ (1/2)

When filtering by ‘Group’, your claims will be organised by the group filter selected. For example, if you group by ‘Type of loss/damage’, your claims will be organised and grouped in alphabetical order by the type of loss/damage.

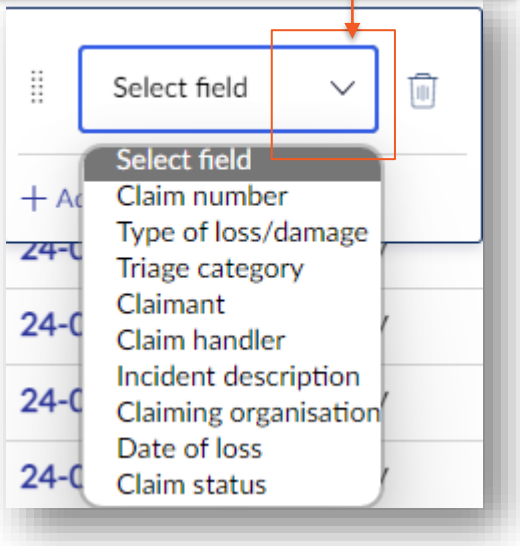


Step 1: Click on the symbol next to ‘Group’.



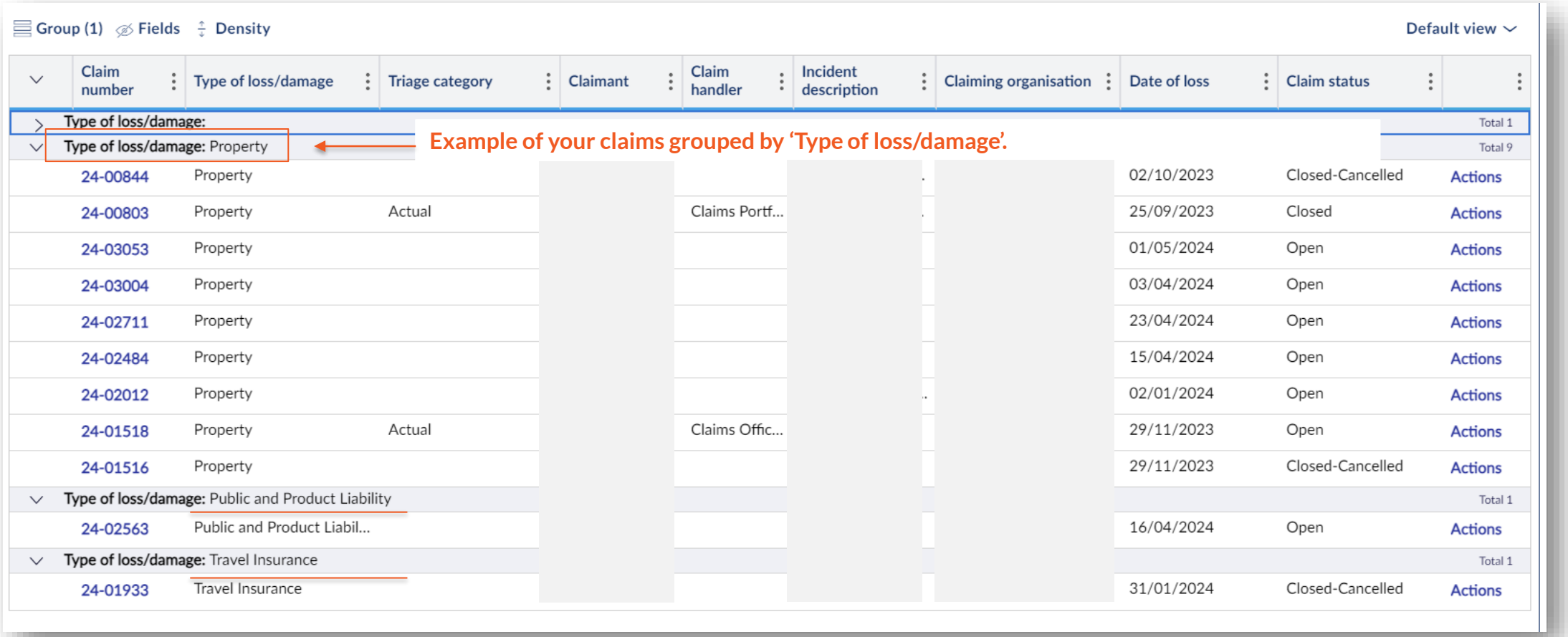
Step 2: Click on ‘+ Add a field to group’.

Step 3: Click on the drop-down arrow next to ‘Select field’ and choose the field you wish to group your claims by (e.g., ‘Claim handler’).



How to filter your claims
Filtering by ‘Group’ (2/2)

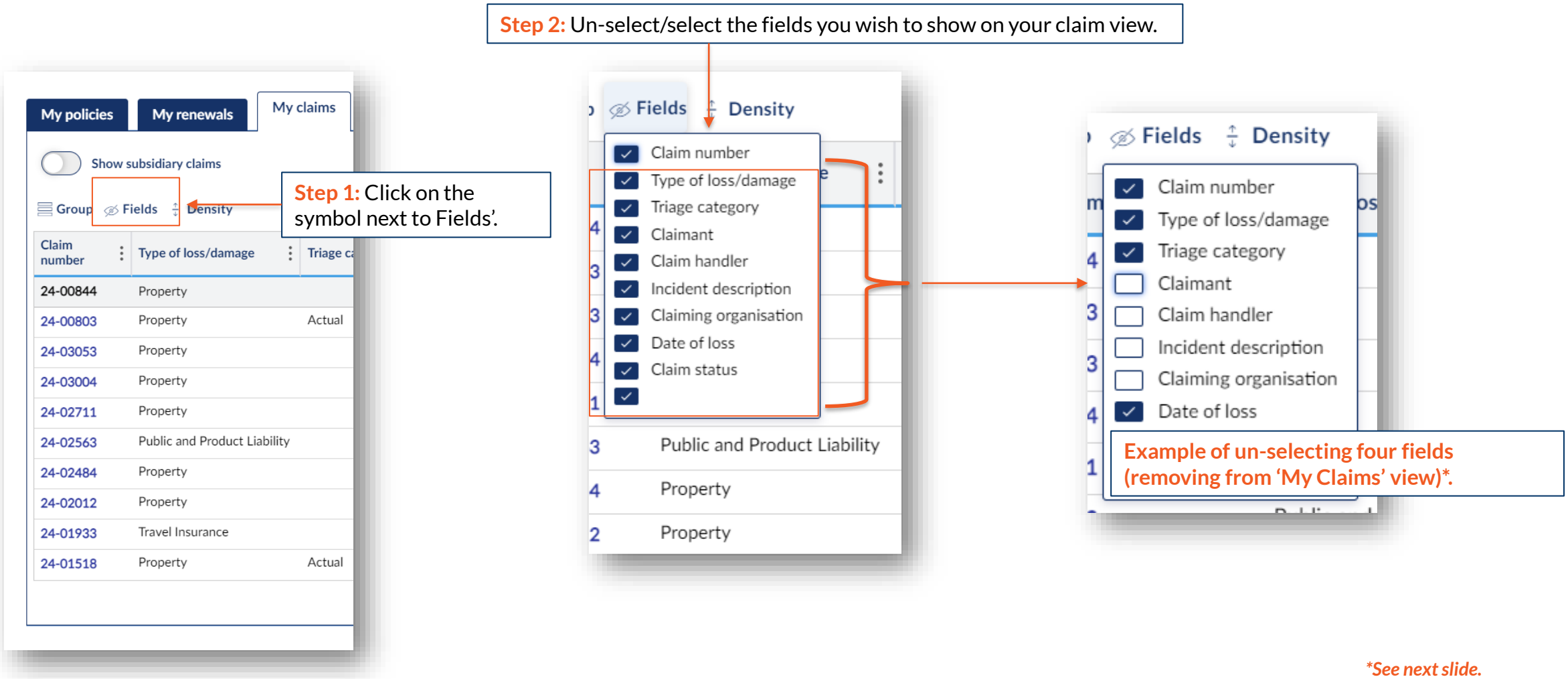
When filtering by ‘Group’, your claims will be organised by the group filter selected. For example, if you group by ‘Type of loss/damage’, your claims will be organised and grouped in alphabetical order by the type of loss/damage.



Claim number	Type of loss/damage	Triage category	Claimant	Claim handler	Incident description	Claiming organisation	Date of loss	Claim status	
Type of loss/damage:									Total 1
Type of loss/damage: Property									Total 9
24-00844	Property						02/10/2023	Closed-Cancelled	Actions
24-00803	Property	Actual		Claims Portf...			25/09/2023	Closed	Actions
24-03053	Property						01/05/2024	Open	Actions
24-03004	Property						03/04/2024	Open	Actions
24-02711	Property						23/04/2024	Open	Actions
24-02484	Property						15/04/2024	Open	Actions
24-02012	Property						02/01/2024	Open	Actions
24-01518	Property	Actual		Claims Offic...			29/11/2023	Open	Actions
24-01516	Property						29/11/2023	Closed-Cancelled	Actions
Type of loss/damage: Public and Product Liability									Total 1
24-02563	Public and Product Liabil...						16/04/2024	Open	Actions
Type of loss/damage: Travel Insurance									Total 1
24-01933	Travel Insurance						31/01/2024	Closed-Cancelled	Actions

How to filter your claims
Filtering by ‘Fields’ (1/2)

When filtering by ‘Fields’, you can select the columns you wish to show/hide on your ‘My Claims’ view.

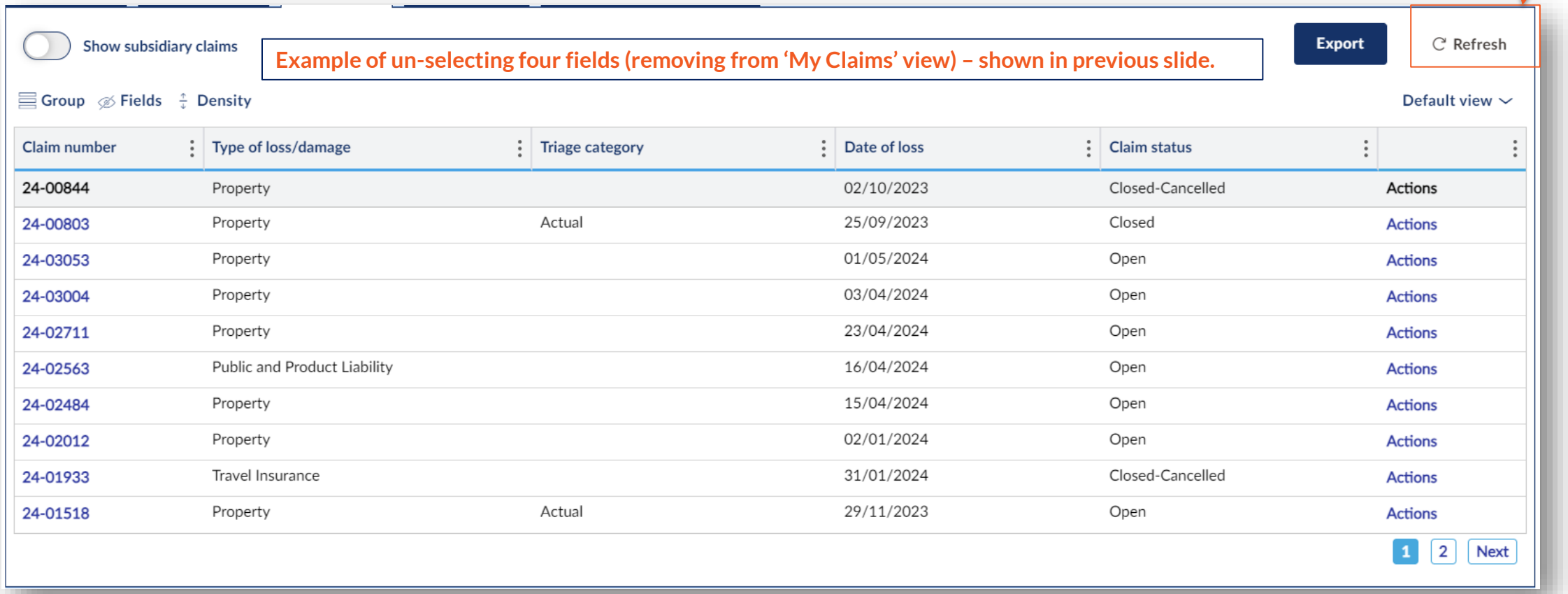


*See next slide.

How to filter your claims
Filtering by ‘Fields’ (2/2)

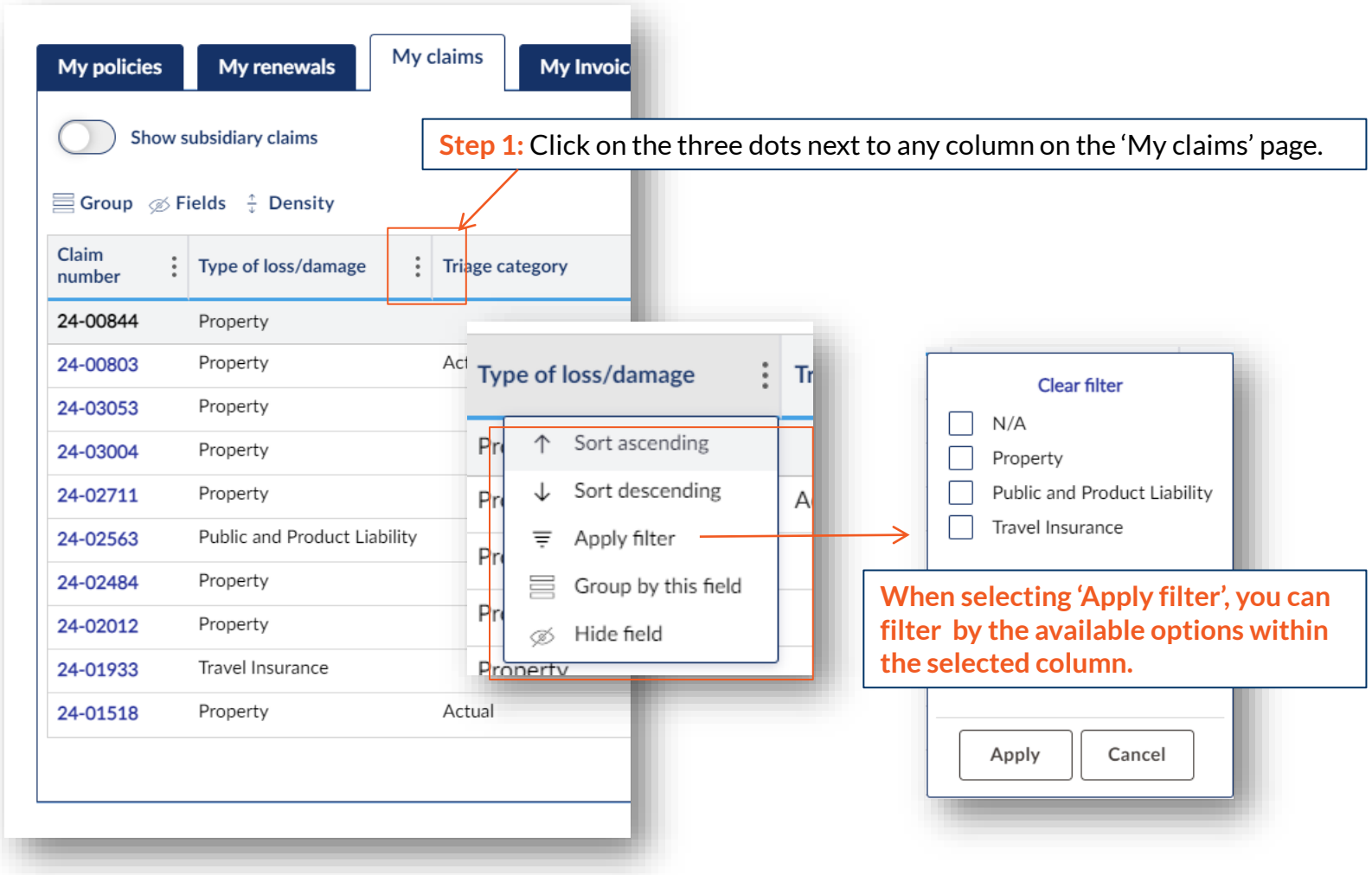
When filtering by ‘Fields’, you can select the columns you wish to show/hide on your ‘My Claims’ view.

To revert to the default view, click on ‘Refresh’.



How to filter your claims
Filtering by individual columns (1/1)

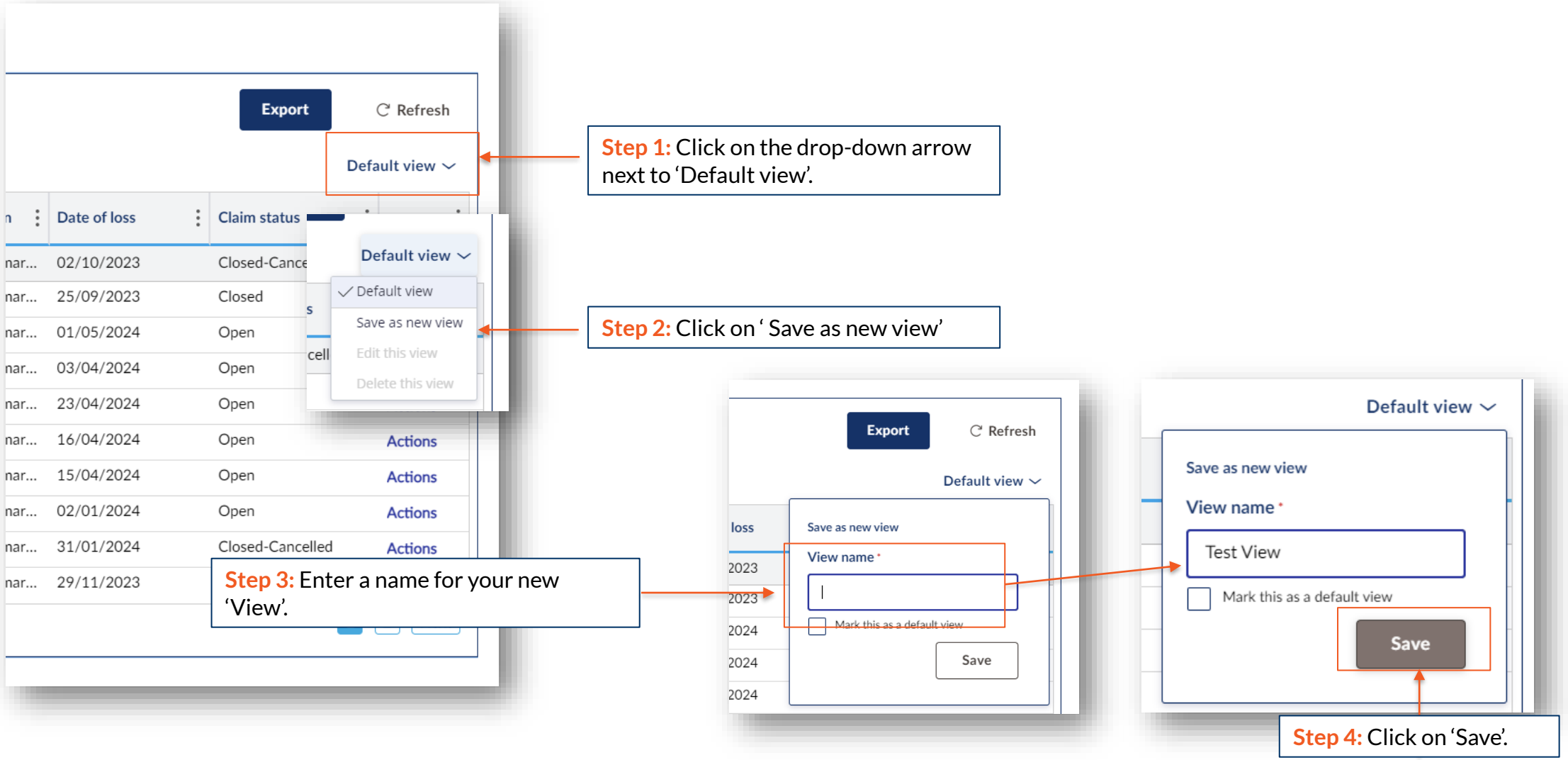
You can also filter by individual column by using the three dots next to each column heading.



How to filter your claims

Saving a filtered view (1/2)

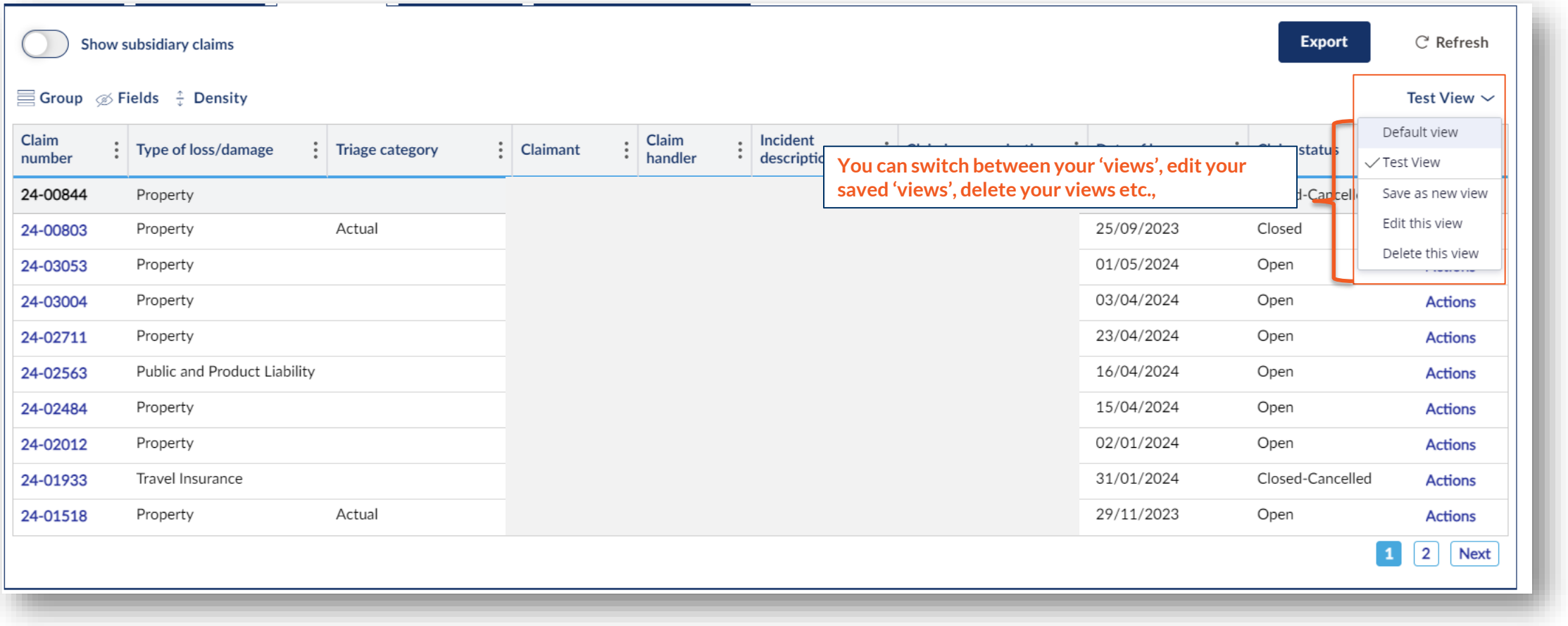
When saving a filtered view, you can switch between the default view and your saved views at any time. You can also save multiple different views (and switch between each view as required).



How to filter your claims

Saving a filtered view (2/2)

When saving a filtered view, you can switch between the default view and your saved views at any time. You can also save multiple different views (and switch between each view as required).



Thank you

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