



## VMIA Portal

How do I make a claim?

[vmia.vic.gov.au](http://vmia.vic.gov.au)



# How do I make a claim?

vmia Client portal - Amb Testorg1 Tester01

**Amb Testorg1**

View organisation profile | Switch organisation: Amb Testorg1

**Step 1.** Click the 'Make a claim' tile on the portal homepage.

Claims: Make a claim | Insurance: Apply for a policy

**Step 2.** Enter the date of loss from the date selector and select the claim type that you wish to make from the 'Type of loss/damage' drop-down.

New claim Actions | Exit

**Loss date and type**

Date and time of incident \*  
16/04/2024 08:44 PM

Type of loss/damage \*  
Cyber Liability

- Select
- Combined Liability
- Construction Risks
- Cyber Liability
- Directors & Officers Liability
- Expatriate / Inpatrate Medical Expenses
- Group Personal Accident - Direct Accounts
- Group Personal Accident - Health
- Group Personal Accident - Health Generic
- Hangar Keepers Liability
- Medical Indemnity
- Motor Vehicle - Ambulance
- Non-owned Aircraft Liability
- Professional Indemnity
- Property
- Public and Product Liability
- Travel Insurance

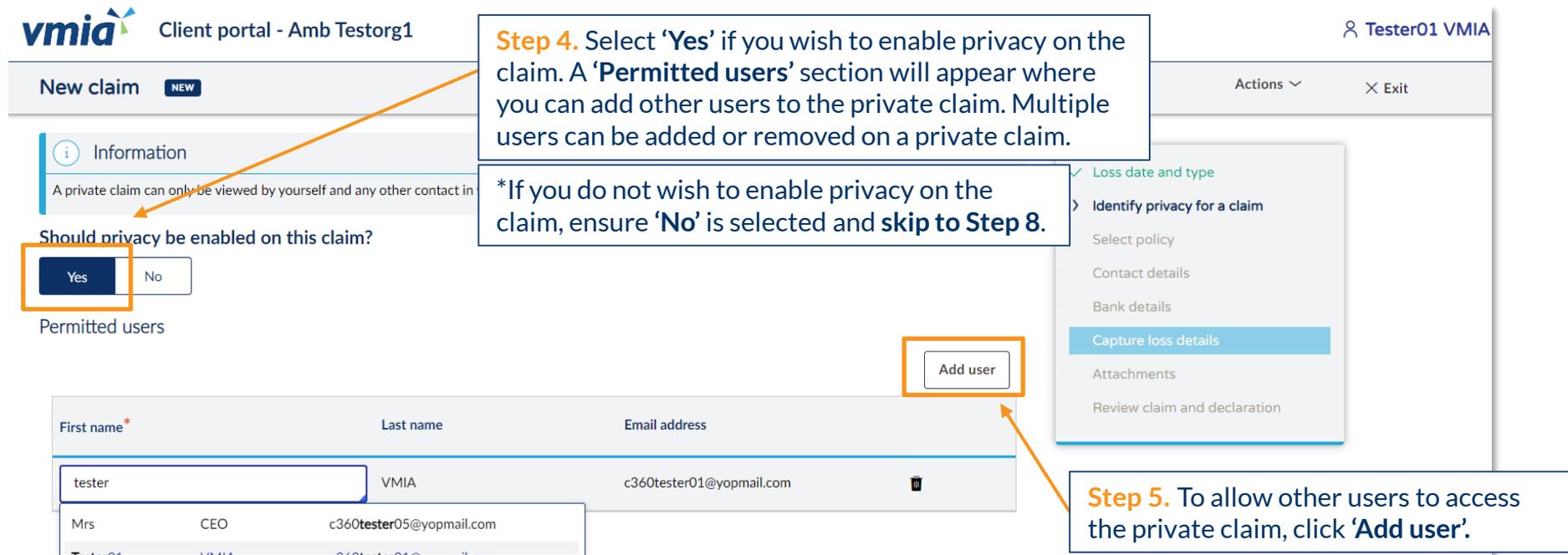
Loss date and type

- Identify privacy for a claim
- Select policy
- Contact details
- Bank details
- Capture loss details
- Attachments
- Review claim and declaration

Cancel | Continue

**Step 3.** Select 'Continue'.

# How do I make a claim? – Enabling privacy on a claim



**Step 4.** Select 'Yes' if you wish to enable privacy on the claim. A 'Permitted users' section will appear where you can add other users to the private claim. Multiple users can be added or removed on a private claim.

\*If you do not wish to enable privacy on the claim, ensure 'No' is selected and skip to Step 8.

**Step 5.** To allow other users to access the private claim, click 'Add user'.

**Note:** A private claim allows you to restrict access to other users within your organisation. VMIA claim handlers can also view and edit privacy permissions on claims, if required.

**Note:** Only the initiator of the claim will receive any automated or manual emails sent from the VMIA portal.

# How do I make a claim? – Enabling privacy on a claim

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New claim NEW Actions ▾ × Exit

**Information**

A private claim can only be viewed by yourself and any other contact in your organisation that have specifically been granted access to the claim

Should privacy be enabled on this claim?

✓ Loss date and type

> **Identify privacy for a claim**

Select policy

Contact details

Bank details

Capture loss details

Attachments

Review claim and declaration

Add user

First name*	Last name	Email address	
tester	VMIA	c360tester01@yopmail.com	✕
Mrs	CEO	c360tester05@yopmail.com	
<b>Tester01</b>	<b>VMIA</b>	<b>c360tester01@yopmail.com</b>	

Back Continue

**Step 6.** Begin typing the user's name in the textbox and select the correct user from the drop-down list.

**Note:** All permitted users (i.e., users who have been allocated access to the private claim) can add or remove other users.

**Step 7.** Click 'Continue'.

# How do I make a claim?

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New claim NEW Actions Exit

### Select policy

Policy number	Policy type	Client name	Phone	Policy effective date	Policy expiry date
<input checked="" type="checkbox"/> C0011226	Property	Amb Testorg1	1234 0001	30/11/2023	30/06/2024

- ✓ Loss date and type
- ✓ Identify privacy for a claim
- > Select policy
  - Contact details
  - Bank details
  - Capture loss details
  - Attachments
  - Review claim and declaration

Back Continue

**Step 8.** Select the policy that you wish to claim on by clicking the checkbox on the left-hand side. Click 'Continue' on the bottom right.

**Step 9.** Click 'Continue'.

# How do I make a claim?

**Step 10.** Provide all the required information about the claim in the 'Incident/loss details' section.

**Note:** All fields marked with an \* are mandatory and must be filled out before you can submit the claim. If you need to make a change, you can go back to previous pages using the right-hand side navigation or the 'Back' button in the bottom left corner.

**Step 11.** Select 'Continue'.

# How do I make a claim?

**New claim** ID: FNOL-16793 NEW

## Attachments

**Information**

To assist in substantiating the property damages, please provide attachments.

Note: If the claim is a result of theft and/or forced entry, a police report must be tendered.

**Repair or replacement invoices**

A minimum of one attachment, either Repair or replacement invoice or Quote for repair.

**Quotes for repair**

A minimum of one attachment, either Repair or replacement invoice or Quote for repair.

+ Attach

**Step 13.** Either **drag-and-drop** or click **'Select file(s)'** to browse for files from your computer.

**Tip:** You can select multiple documents at a time by holding the Ctrl button while you select files.

**Attach file(s)** ✕

Drag and drop files here

OR

Select file(s)

<b>File name</b> Claim evidence document.pdf	<b>Category</b> Repair or replacement invoices	<b>Author</b> <input type="text"/>	<b>Document date *</b> 06/08/2024 <input type="text"/>
<b>Name *</b> Claim evidence document <input type="text"/>			

Attach

**Step 14.** Once you attach documents, you must enter the document date (the date the attachment was **written**, not the current date). You have the option to include the author (the person who authored the file), and to rename the file if you wish in the **'Name'** field.

**Step 15.** Select **'Attach'** and then **'Continue'**.

**Step 12.** To attach relevant documents to the claim, click **'+ Attach'** under the relevant heading.

# How do I make a claim?

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## Review claim and declaration

**Tip:** If you would like to review your claim details before you submit the claim, click the fields above the declaration to see your responses.

- Loss date and type
- Contact details
- Bank details
- Capture loss details
- Attachments

Declaration

I/We declare that the best of our knowledge and belief the information in this form is true and correct and I/We have not withheld any relevant information from investigators, legal advisers, actuaries or other

I hereby declare the above information is correct

Privacy statement

Back Save **Submit**

**Step 16.** To complete the claim, read the declaration and select the checkbox to declare you understand.

**Step 17.** Click 'Submit'. You will receive an automated email from VMIA once you submit the claim.

**Tip:** You can return to previous sections and make changes by clicking the 'Back' button.

# How do I make a claim?

New claim ID: FNOL-16793 NEW Actions × Exit

## Review claim and declaration

- Loss date and type
- Contact details
- Bank details
- Capture loss details
- Attachments
- Declaration

I hereby declare the above information is correct

Back Save Submit

✓ Loss date and type  
 ✓ Identify privacy for a claim  
 ✓ Select policy  
 ✓ Contact details  
 ✓ Bank details  
 Capture loss details  
 ✓ Attachments  
 Review claim and declaration

**Tip:** If you wish to save your claim without submitting it, click 'Save' and then 'Exit'.

My policies My renewals **My claims** My invoices Assessment information

Show subsidiary claims

Claim number	Type of loss/damage	Triage category	Claimant	Claim handler	In
No items					

My tasks **My open cases**

ID	Claim number	Product name	Category
FNOL-16793	---	Property	---
E-91964	---	Property	---

To locate your saved claim, navigate to the 'My claims' tab on the homepage and look for the relevant claim reference ID in the 'ID' column.