

Ascend Instant Claims Reporting

Drivers Claims App

National Expertise Delivered Locally

Prepared & Presented by:

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HOW TO INSTALL THE FAST UK PARCEL CLAIMS REPORTING APP



Existing User

Provider: Remove old policy and set up using A1P9 - Ascend Broking

New User Provider: A1P9 - Ascend Broking

Download Claims Made Easy



Ascend Claims Made Easy

Report an accident immediately at the roadside and send it directly to your transport manager and insurer.

It uses GPS to give the exact location of the incident and allows you to upload photos from your phone to provide clear evidence of any damage to the vehicle. The App then instantly sends the report to insurers claims team and your transportation manager.

Download from your app store - Claims Made Easy

ExistingUser

Provider: Remove old policy and set up using A1P9 - Ascend Broking

New User

Provider: A1P9 - Ascend Broking





Setting Up Claims Made Easy



Business Insurance Solutions

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Claims

How to download the app and sign up

Enter the App Store for IOS or enter the Google Play store for android to download the Claims Made Easy App.

Type 'claims made easy' into the search box and click <u>Get</u> to begin downloading. From here you can open the App and begin your registration.

Once you've downloaded and entered the App you will be taken to the below page where you can begin to add your first policy.

Claims Made Easy

Welcome to Claims Made Easy – designed to save you time and money by gathering information quickly when a claim occurs.

Get started by adding your first policy, we'll guide you through the process.

add your first policy Recover Account Enter Recovery Code



Simply tap the + button which will bring up the 'Your Details' page.This Terms & Conditions page is to ensure that all information is read and understood before progressing to the next stage.

Select 'Agree & Continue' once you have finished completingyour details.



Business Insurance Solutions



Now you will be able search your Broker Ascend Broking Group

by typing in A1P9

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Claims

Ascend Broking Group

Business Insurance Solutions

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Select Ascend Broking Group by typing in **A1P9**

Provider Ascend Broking Group Policy type Motor Please select your insurance broker / provider above. You can start typing the first few letters, and we will show you matching providers in the system. If your provider is not in the list, please ask them what they are known as in the system. Continue	〈 Back	Find your policy
Policy type Motor Please select your insurance broker / provider above. You can start typing the first few letters, and we will show you matching providers in the system. If your provider is not in the list, please ask them what they are known as in the system. Continue	Provider	Ascend Broking Group
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Once you have selected Ascend Broking Group, you will then be asked to enter a few details specific to the type of policy you are submitting, such as details relating to your driving licence.

After this point, all you need to do is fill in your details and the client reference

number provided here: (Your Company Name)

And enter your transport manager email:

Ascend claims department will receive a copy of this claim form



Claims

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Business Insurance Solutions

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Welcome to Claims Made Easy designed to save you time and money by gathering information quickly when a claim occurs.

Get started by adding your first policy, we'll guide you through the process.

add your first policy



Ascend Broking Group

Motor

add another policy

Should you change phones or delete the app there is the option to recover policies previously held on the app.

Tapping "Recover Account" will prompt you to enter the email address used to register policies previously.

A 6-digit code will be sent to the email address you submitted. Enter this to recover the account.







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I have an android phone and choosing my birthday appears

to need me to scroll thousands of times?

This is our most frequently asked question from drivers! On an Android Phone select the **year** of birth first and then select **month** then **date**.

• Where do I download the app?

Go to the App store and search for Insure Apps, the App "Claims Made Easy" will be found, just download that it doesn't take long.

• What happens if I don't have 3G/4G or WIFI when I try to submit the claim?

The claims data is stored on the phone when the claim is being input. This means that even if the user presses "send" when they have no signal, the data will be stored on the phone and submitted when they have the suitable connection.

• What if my phone battery dies during submitting a claim?

Much like the answer above, the claims data is stored on the phone. The information you have input thus far will be saved on the app so you can "resume" the report once your phone has charged.

• If I forget to submit a claim at the time of the incident via the app, should I still do so?

Yes, the app is ideally to be used at the scene of the of the accident so to capture GPS and make sure the claim is reported speedily. However, you can fill out the report and manually import the location and upload any photos you have taken. However, it is recommended you use the app as soon as possible.

• What about my personal data stored on the phone?

Because of new GDPR laws, your information is securely stored and the information cannot be used for anything other than the purpose of the app.

• After downloading the app do I need to do anything else?

All you need to do is input the details required of your insurance broker in the app and make sure to update the app when needed and keep it on your phone.