Ascend Broking Group
Business Insurance Solutions

Ascend Instant Claims Reporting

Drivers Claims App

National Expertise Delivered Locally

SHORTLISTED
CIR COMMERCIAL INSURANCE AWARDS 2019

BIBA
British Insurance Brokers' Association

Claims Made Easy

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HOW TO INSTALL THE FAST UK PARCEL CLAIMS REPORTING APP

MOTOR ACCIDENT - REPORT IT NOW
Important Information

Download the Claims Made Easy

Available on the **App Store**

Google play

Provider: **A1P9** - Ascend Broking

User: **(Company Name)**

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**

Existing User

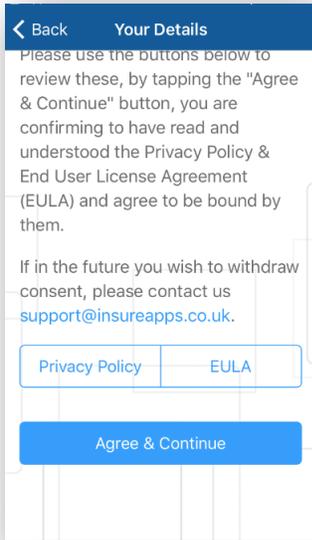## Provider: Remove old policy and set up using **A1P9 - Ascend Broking**

New User

Provider: A1P9 - Ascend Broking

Setting Up Claims Made Easy

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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.
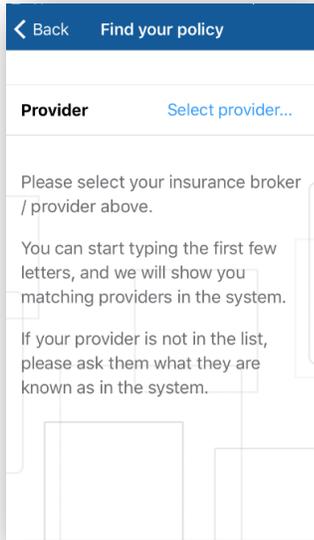
Type 'claims made easy' into the search box and click _Get_ to begin downloading. From here you can open the App and begin your registration.

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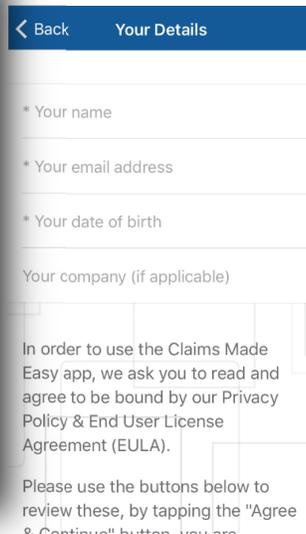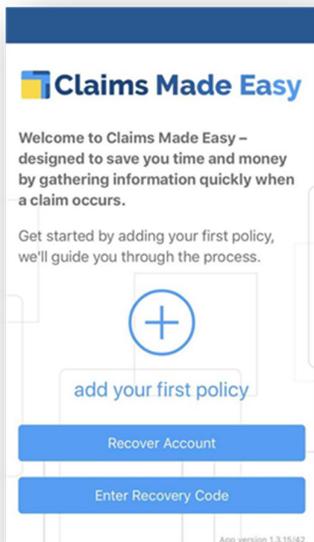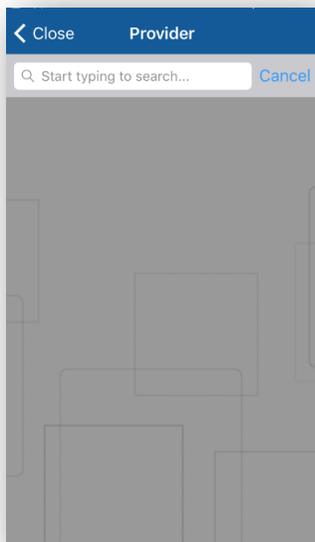
Simply tap the + button which will bring up the 'Your Details' page.This Terms & Conditions page is to ensure that all information is read and understood before progressing to the next stage.

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

![Ascend Broking Group - Business Insurance Solutions]

Find your policy

‹ Back   **Find your policy**

Provider   Select provider...

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.

Now you will be able search your Broker **Ascend Broking Group** by typing in **A1P9**

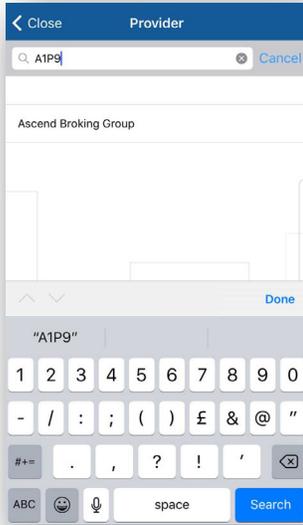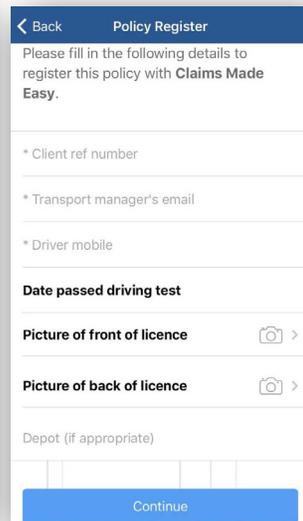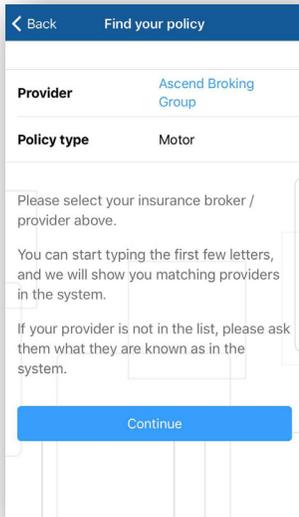‹ Close   **Provider**

Start typing to search...   Cancel

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

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)

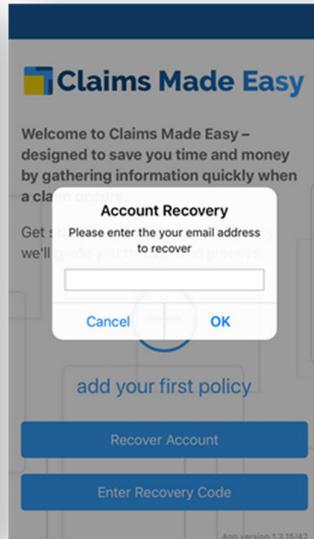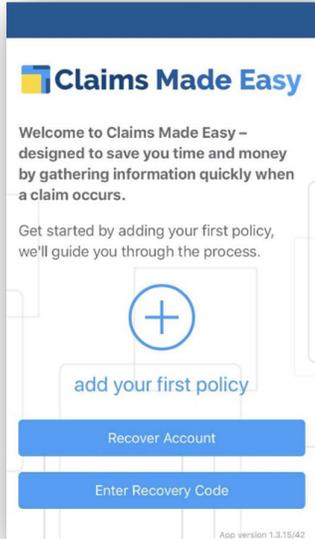**And enter your transport manager email:**

Ascend claims department will receive a copy of this claim form

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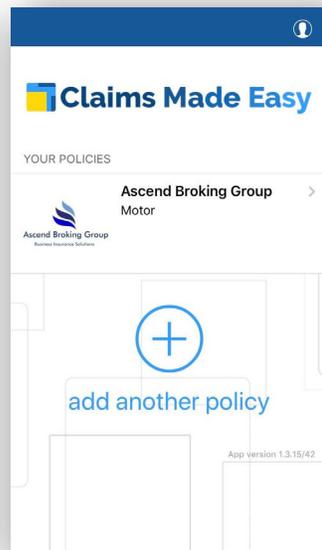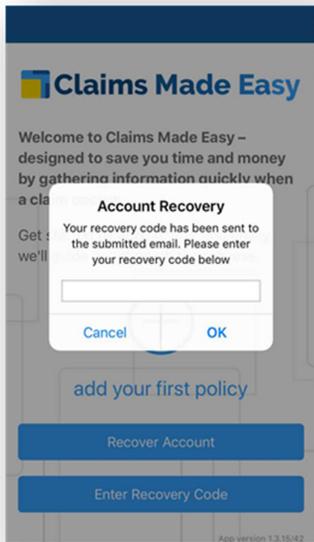
Should you change phones or delete the app there is the option to recover policies previously held on the app.

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.

- **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.