

Introducing our Award-winning claims notification app

Notify us of any potential claim at the scene of the accident

- As you will be aware motor insurance costs have risen in recent years and continue to rise.
- Reporting claims can be tedious and time consuming.
- The causes of this are numerous but being **proactive** can help **lower your cost**.
- One of the **biggest costs** to the insurance industry stems from **delayed and incomplete reporting**. On average it takes insurers 30 days to start defending a claim – we aim to do this in under 5 minutes
- Our App provides digital proof of your location and acts as a claim form

Our app seeks to allow your drivers to report the claim direct to you and the claims team at Ascend.

You can still contact your Ascend Claims team on:

claims@ascendbroking.co.uk

01245 449 069

Alternatively if you wish to speak to any of the broking team you can contact them on:

admin@ascendbroking.co.uk

01245 449 060

[Ascend Contacts](#)

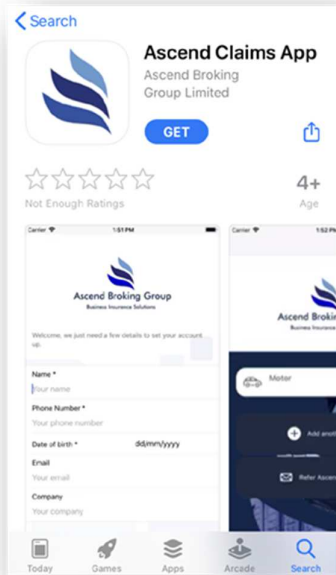
[Ascend Online Portal](#)

[Ascend About Us](#)

[App Introduction Video](#)

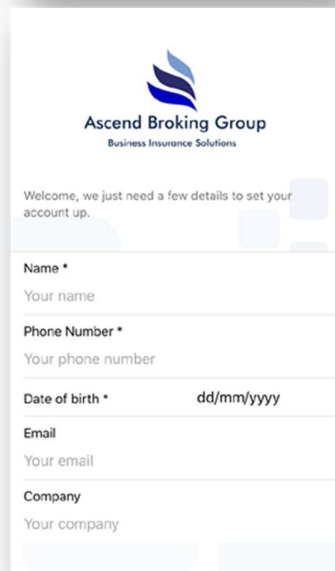


How to download the app and sign up




Enter the App Store for iOS or enter the Google Play store for Android to download the Ascend Broking Group Claims App.

Type **“Ascend Broking Group Claims App”** 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 adjacent page where you can register on the app.



Ascend Broking Group
Business Insurance Solutions

Welcome, we just need a few details to set your account up.

Name *
Your name

Phone Number *
Your phone number

Date of birth * dd/mm/yyyy

Email
Your email

Company
Your company

MESSAGES now

Ascend
Text Message

Date of birth * 8 Jan 1993

Email
garth@insureapps.co.uk

Company

Insurance

Verification
You should receive a verification code via text shortly. Please enter the code below.

Cancel OK

In order to use the app, you must agree to our Privacy Policy & End User License Agreement (EULA) and agree to be bound by them.

Please tapping confirm to accept the Privacy Policy & End User License Agreement (EULA) and agree to be bound by them.

If in the future you wish to withdraw consent, please contact us support@insureapps.co.uk.

Privacy Policy EULA

Agree & Continue

1.0/1.0


Please fill this out carefully.

You use your mobile number to register the policy. You will be send a 4 digit code to enter and verify the account. Please be sure to enter your mobile number correctly.

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 completing your details.

← Back Ascend Broking Group Policy Sel...



Ascend Broking Group
Business Insurance Solutions

Please select your policy type below.


You can use our app to manage all the different types of policy you hold with us.

Motor >

Property >

Liability >

← Back Policy Registration



Ascend Broking Group
Business Insurance Solutions

Client reference number *

Transport manager's email *

Your mobile number *

Date passed driving test * dd/mm/yyyy

Photo of your driving licence +

Photo of HGV/PSV/other licence +

Once you have selected your policy, you will then be asked to enter a few details specific to the type of policy you are submitting.

If you choose Motor you will be asked to fill out your details and those provided below.

When filling out your mobile number be sure not to include spaces.

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

If you have chosen a motor policy enter this email address as transport manager:

Driver FAQ's

- **I have an android phone and choosing my birthday requires 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 where the App "Ascend Broking Group Claims App" will be listed which you can then download.

- **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 recorded. 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 a 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, although the app is ideally to be used at the scene of the accident i.e. to capture GPS and make sure the claim is reported speedily, you can fill out the report at a later time. This shall require you to 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.

