



Claims App User Guide

March 2021

Contents



Contents.....	2
About the App	3
App Installation and Configuration.....	3
Reporting A Motor Claim.....	5
Reporting A Property Claim.....	6
Reporting A Liability Claim.....	7

About the App



We understand that reporting claims can be tedious and time consuming. That is why we want to make it as easy as possible. Our Claims App means that you can report your claim on the go.

Whether you have a Motor Policy or Property/Liability Policy, you can benefit from being able to report the claim as soon as the incident occurs. The App gives the ability to add photos and record all of the key data needed for us to successfully report your claim to the insurer and defend your claim in the best way possible. Thus, saving your time and, money.

One of the biggest costs to the insurance industry stems from delayed and incomplete claims reporting.

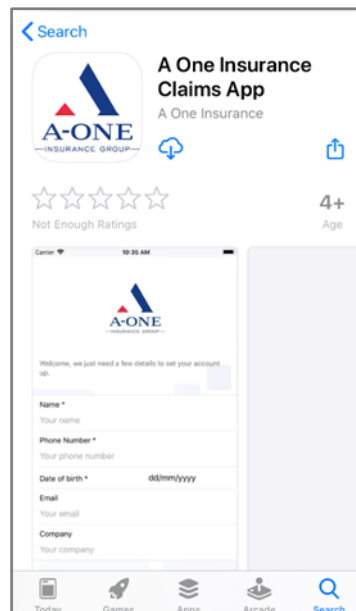
Install the App today, it will be there should you need it.

App Installation and Configuration



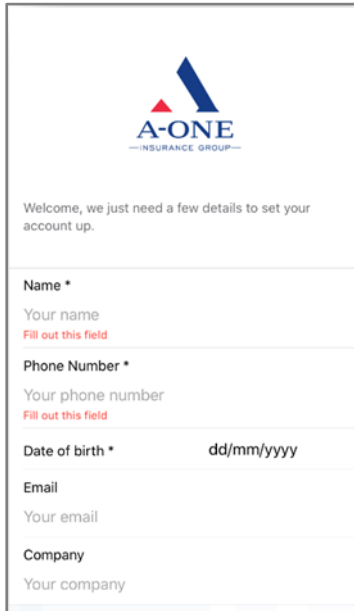
1. Enter the App Store for iOS or enter the Google Play store for Android to download the A One Insurance Group Claims App.
2. In the search bar, enter “A One Insurance Group Claims App” and click the download button to begin installation on your phone.

Once installed, you can open the App and begin your registration.



3. With the App open, the registration process will start. **Please fill this out carefully.**

You use your mobile number (without spaces) to register the policy, ensuring it is the number used with your device your using the App on. You will then be sent a 4-digit code via SMS for you to enter into the App and verify the account. You will then be asked to read and agree to the Terms and Conditions before continuing. Then select 'Add your first policy' to get started.



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

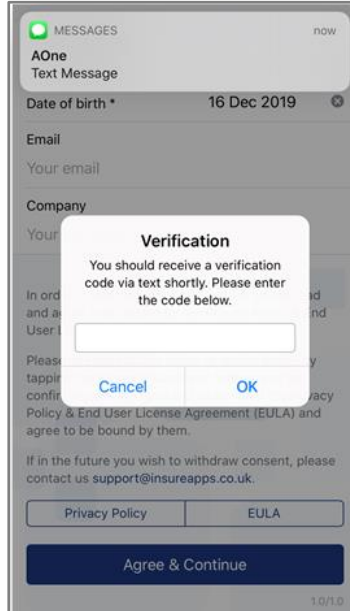
Name *
Your name
Fill out this field

Phone Number *
Your phone number
Fill out this field

Date of birth * dd/mm/yyyy

Email
Your email

Company
Your company



MESSAGES now

AOne
Text Message

Date of birth * 16 Dec 2019

Email
Your email

Company
Your

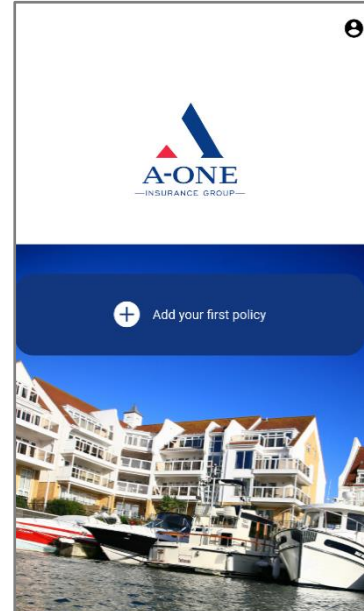
Verification
You should receive a verification code via text shortly. Please enter the code below.

Cancel OK

Privacy Policy EULA

Agree & Continue

1.0/1.0

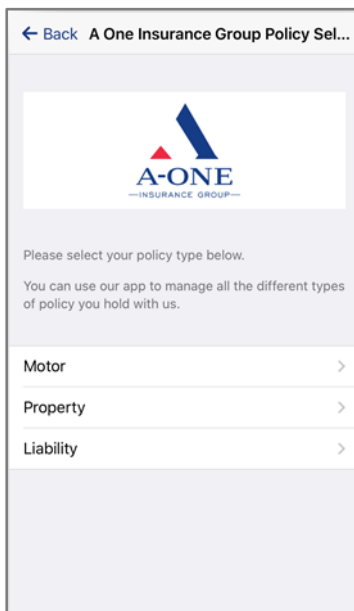


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+ Add your first policy

Background image of a residential building and boats.

4. Select the type of policy that you have. It will then take you to the next screen where you will be asked to enter your policy details.



← Back A One Insurance Group Policy Sel...

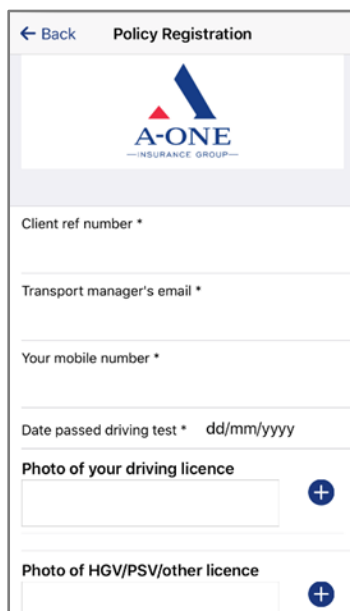
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Please select your policy type below.
You can use our app to manage all the different types of policy you hold with us.

Motor >

Property >

Liability >



← Back Policy Registration

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Client ref number *

Transport manager's email *

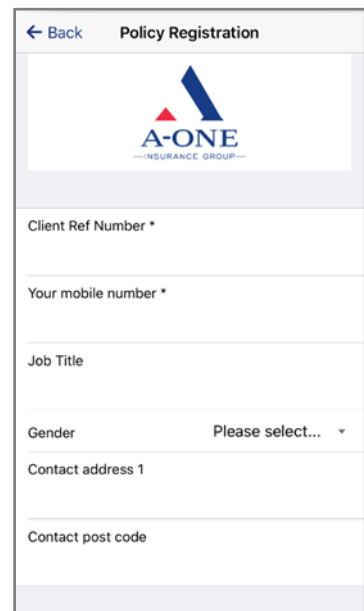
Your mobile number *

Date passed driving test * dd/mm/yyyy

Photo of your driving licence +

Photo of HGV/PSV/other licence +

Motor Policy Information



← Back Policy Registration

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Client Ref Number *

Your mobile number *

Job Title

Gender Please select... ▾

Contact address 1

Contact post code

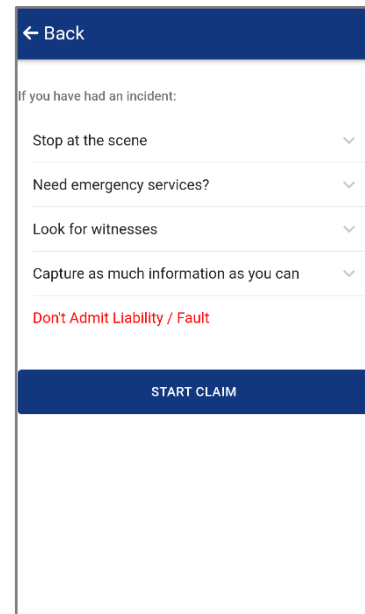
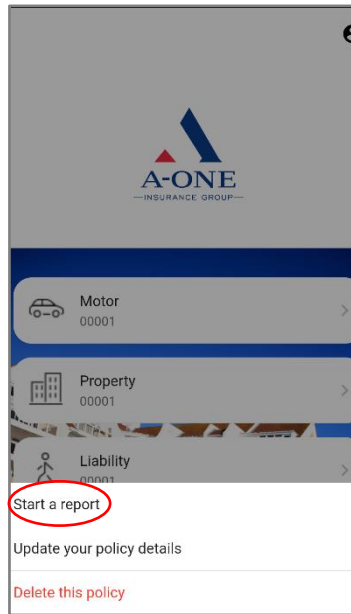
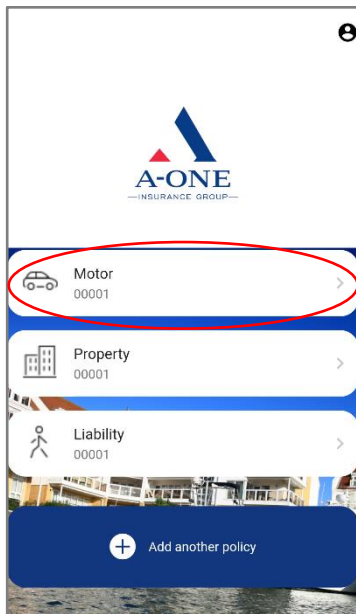
Property/Liability Policy Information

Reporting A Motor Claim

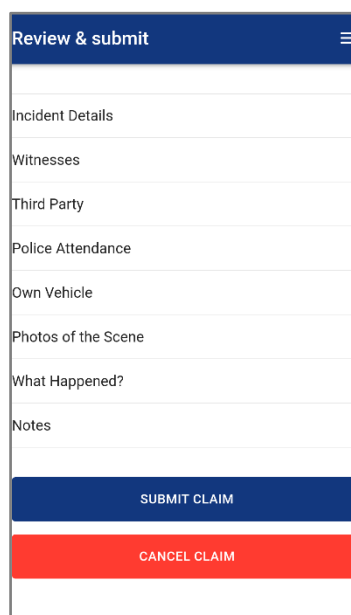


In order to report a claim, you will need to do the following:

1. Select your Motor policy, then click 'Start' a report. A screen will appear with some advice, from here you can click 'Start Claim'.



2. You will then need to fill out all of the required information in order to successfully submit your claim. Simply follow the app through and give as many details as possible. Once all details are complete, press 'Submit Claim'.

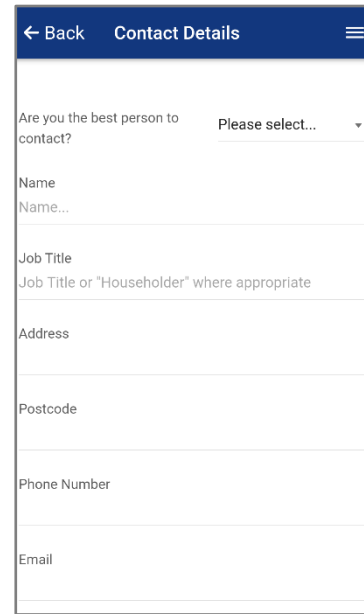
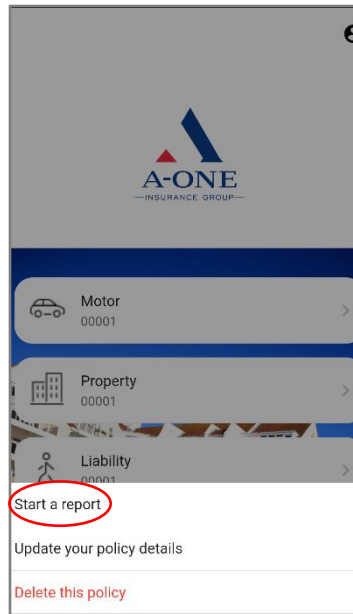
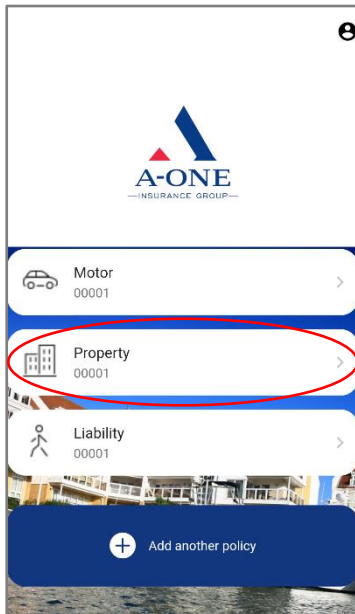


Reporting A Property Claim

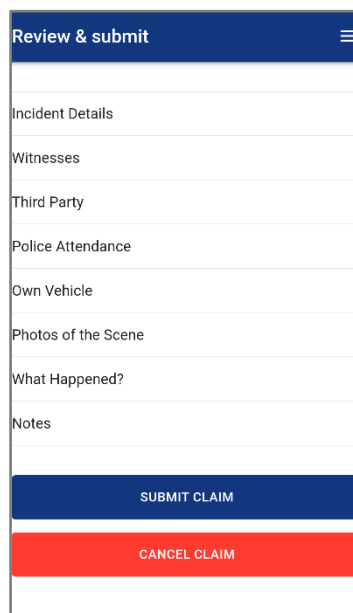


In order to report a claim, you will need to do the following:

1. Select your Property policy, then click 'Start' a report. A screen will appear with some advice, from here you can click 'Start Claim'.



2. You will then need to fill out all of the required information in order to successfully submit your claim. Simply follow the app through and give as many details as possible. Once all details are complete, press 'Submit Claim'.

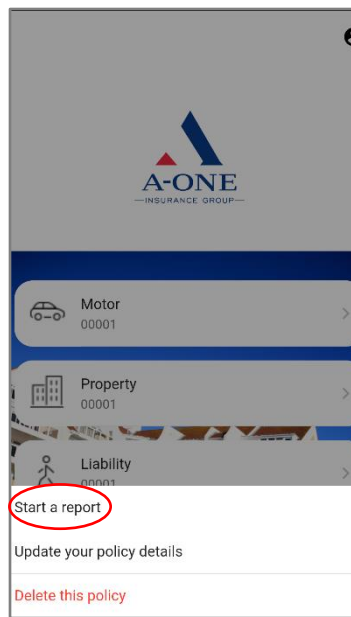
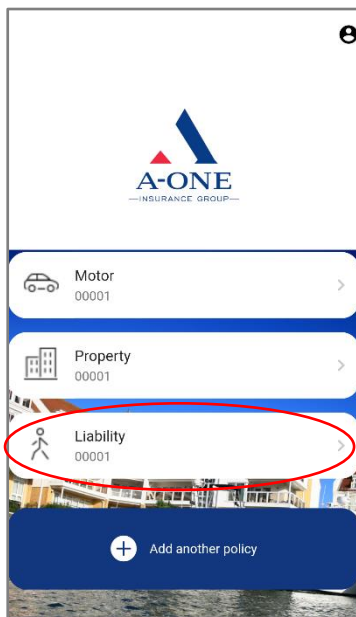


Reporting A Liability Claim



In order to report a claim, you will need to do the following:

1. Select your Liability policy, then click 'Start' a report. A screen will appear with some advice, from here you can click 'Start Claim'.



2. You will then need to fill out all of the required information in order to successfully submit your claim. Simply follow the app through and give as many details as possible. Once all details are complete, press 'Submit Claim'.



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A-One Insurance Group comprises separate companies, who are authorised and regulated by the Financial Conduct Authority.