



UniClaims

User Guide for Members

Access

Access to UniClaims is available to Members only via the Unimutual web site:
www.unimutual.com.

Go to the Claims screen and click on the link to UniClaims.

Log-in

Enter the user name and password issued to you.

Forgotten your user name or login? Contact the Unimutual Service Team on (02) 9247 7333 or email service@unimutual.com.au.

Once you have logged in, select from the following options:

Claims To view a particular claim or claims

Reports To produce a claims report

Claims

Search for a claim

Select **Search for a Claim** to search for a claim or claims using any one or any combination of several criteria. It is only necessary to select the criteria by which you wish to search – if you do not select and specify a particular criterion, all records will be included in the search results.

Select the criterion by which you wish to search from the drop down list in the first box.

Unless otherwise advised below, leave the second box at its default setting of **Matches characters with** and enter the required parameters in the third box as per the following guidelines:

Claimant

Unimutual enters the full first and family name of the Claimant, when known. Enter the full name or part of it and the system will find Claimant names that match the text entered

Class

If you only wish to search for claims within a particular class of Protection, enter the code:

GPL General & Products Liability

PL Professional Liability

PR Property

DO Directors & Officers

GCT General Clinical Trials

SCT Specific Clinical Trial

MM Malpractice

Note: It is not possible to access records relating to motor vehicle claims. Please contact the Service Team if you require information on these claims which are all finalised.

Date of Loss

Enter the Date of Loss in the format __/__/_____

File Status

Enter either:

C Current or

F Finalised

Claim Number

Enter Unimutual's four-digit claim number

Member Ref

Enter your own reference – if you have provided it to us for entry against the claim record

Year

Enter the Protection Year in the format ____.

Note that protection periods up to 2003 operated on a calendar year basis. The 2004 year is the period 1 January 2004 to 31 October 2004 and thereafter each year is the period from 1 November to 31 October. The Protection Year in UniClaims is the year in which the year ends eg the 2004-2005 year is 2005.

Additional criteria can be added to the search by ticking the **And** box and repeating the above steps.

Once the search criteria are selected, click **Submit** and a listing will appear of all claims that match the selected criteria. To view a particular claim on the list, click on the claim number and the **View a Claim** screen will appear.

The page showing the results of your search may be printed by clicking on **Print this Page**.

Click on **Back** on your computer toolbar to return to the claim listing.

View a Claim screen

The **View a Claim** screen consists of a header containing general claim details together with three (3) tabs showing a **Summary** of the claim, further claim **Details** and **Finance** details. All of the information displayed is self-explanatory. However, the following points should be noted:

- Some of the data that is now captured in UniClaims was not captured in the old Unimutual database.
- All data fields are up to date for current and recently closed claims. However, there may be gaps in the data on closed claims.
- The **File Status** field indicates whether the file is open or closed. UniClaims uses the terms Current and Finalised represented by the letters **C** and **F**.
- On the **Details** screen, **Protection Stat** refers to Protection Status and indicates whether or not discretion has been exercised to grant protection for a particular claim. This is a new data field and is only populated in current and recently closed files.

The **View a Claim** screen may be printed by clicking on **Print this Page**. This print provides a summary of the claim for your file.

Dashboard

The Dashboard is a standard system feature that enables you to recall recently accessed records without the need to search for them again. Click on the Class of protection and a list of recently accessed claims will be shown. Click on the claim required and the **View a Claim** screen will appear.

Reports

There are two (2) options under **Reports**.

- **View previously generated reports**
- **Member Claims Report**

View previously generated reports

When a report is produced under **Member Claims Reports** it is listed in this area for printing and is then retained in the event that you wish to print the same report again

Member Claims Report

The Member Claims Report enables you to generate a standard report on your claims as at a selected date.

The default setting will produce a report of all claims in all classes of protection as at today's date. For a report on current claims only, click to remove the tick next to **Final Claims**. For a report that does not cover all classes of protection, click to remove the tick next to classes of protection that are not required etc.

Click on **Submit**, go to **View previously generated reports** to select and view the report. Print a copy of the report, if required, using the normal Print function on your computer – noting that it is necessary to select Landscape orientation as part of the printing process.

January 2008

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