MB86 INSURANCE

Dreams

Desktop Assessment – Replacement

D

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31.10.24

Desktop Assessment - Replacement

DETAILS NOTES I	DOCUMENTS HISTO	RY			
Detail					Assigned To
A New DTA Dreams Clair	n Has Been Raised For	Assessment			 DWF 360 Admin Brandon Allan Luke Armstrong Andrew Atkinsor Robert Bagley Venkatesh Band Susan Barker Daniel Belks Lauren Bell Jeff Benstock
Туре	Automated Task		•		Julie Birrell Katie Birrell Danueia Blacklas
Status				•	Stacey Bland
Is High Priority?	No 🔻				 Harry Brannen Iames Burland
Due Date	28/10/2024 10:28	•			Charles Carter
Opened By	Stuart Horne	Oper	ed Date	28/10/2024 10:28	Household Clair
			1 Parts		MBI Claims Grou

2 Read the information in this box in case the customer has provided additional information, such as a vulnerability

	FNOL Reference				Position
ranty	Notification Date	22/10/2024	Incident Dat	e 29/00/2024 m	Reason
Key Note					X CLOSE
Created	22/10/2024 18:52		Author	Service Process	
Note	Is there anything e Do you agree with Declaration Date: 2	lse you wish to tell us ab the above declaration?: 1 22/10/2024	out your claim?: 'es		C E E

3 Click "Close"

			💾 SAVE 🗸 SAVE AND	CLOSE X CLOSE
		Status	Open	
L037437		Position	Referred	
24 📾 Incident Dat	e 20/00/2024 m	Reason	Assigned for Desktop Asse	ssment
	G	× close	Stuart Horne	
Author	Service Process			
n to tell us about your claim?: Jeclaration?: Yes				
			Claim Value	Claim #
			RV	Unlimited
			£ 84.00	1
			E 0.0	0

4 Copy the order number

MRCG		_		
Claim				
Claim				
WARNING: Early claim	(incident date within 15 days of start date).			
Policy Holder	Δ		Claim Reference 🕧	447414
External Ref No			FNOL Reference	FI
Cover Level	Dream Cover Structure Beds 6th to 8th year warran	ty	Notification Date	22/10/2
Underwriter	Novus Underwriting		Order Date	
Vulnerable?	No 🔻			
Reason For Claim 🕡	Furniture - Accidental Damage	¥		
DETAILS PARTIES	ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR	PAYMENTS	NOTES TASKS DO	CUMEN

Perform your normal validation checks using the Dreams system to ensure the claim has been raised correctly.

D 🕻	reams LI\	/E - Microsof	t Dynami	cs NAV Clas	sic - [8	888H6660	84 Jowita Urba	niak - Comp	leted Sales (Order]				
	File Edi	t View To	ols Wi	ndow Hel	р									
2		X 🖻		1 🗃	×	<i>P</i>			0					
Ger	neral In	voicing Shipp	ping Pa	yments Co	mmunic	ation Cu	stomer Service							
No			888H666	084	E#		Order Amount		1,784.00	Order Date	[16/0	09/21	
Sel	I-to Custo	mer No	B888		View	Store	Payments	[1,784.00	Delivery Dat	te	28/0	09/21	
Sel	ell-to Contact No B888-CT1112380		2016	Financed Amoun	t.	0.00	Daytime : 0	07:00:00 - 18	:00:00					
Se	I-to Custo	mer Name .						88.47 D.	and a second	Times Delive	ery Date Cha	nged .	0	
Se	I-to Addre	ss	F	· · · ·			BALANCE		0.00	Salesperson	Code			
Se	Il-to Addre	ss 2	2					Make	Payment	Location Co	de H	DD-HW		
Se	Il-to City		Northwo	bd				Make	rayment	Interaction	Count		2	
Sel	I-to Count	y/Post Code						Allo	wances	Archived Ve			-	
Se	I-to Conta	ct				_	Intake Value.		1,784.00	TBA Commo	nte		-	
Re	lated Back	To Back		0			Status	Release	d l	TDA COMINE			0	
Cu	stomer Co	lection	Sta	ff Sales On	der		Order Status	Deliver	ed	Overall Sp	ecial	1		
			Sle	epmatch		Γ				Telesales	Order]		
	Type	No.	Stock	YODEL UPI	Sle	Back to B	lack Back To	Back To Back Line	A1 Reallocation	Branch Stock	Collection	Auto Pay a	Warranty Description	Warra Item N
-	Item	135-00734	Stock					()					
	Item	Z23-00037	Charge					()				160921_112216	135-0
•	Item	735-00061	Pay a					()		OC02			
	Thomas	712.00020	Value					1	v					

5

Go to the front page of your policy and make sure the claim has been raised on this correct item.

Duration	96	Months	Policy Liability	RV	
Waiting Period	60	Months	Claim Liability	RV	
			Claims Incurred	GBP 84.00	1
HISTORY RELATED POLICIE	5				
Product Catego	ry Bed		Retail Value	GBP 229.00	
Product Ty	pe Mattress	Only	Repair Excess	£0	
Product S	ze Euro Sing	gle	DMLR	GBP 55.00	
Vendor F	tef V04103		DHLR	GBP 45.00	
Manufactu	rer 🗋 SC F	ROM PRODUCT SRL	Sales Information		
Мос	lel NEW LITT	LE BIG DREAMS STAR GAZER S EU MATTRESS	Seller Branch	6	
Vulnerab	le? No		Sales Agent		
Delivery Address			Policy Type		
Different Delive Addres	No No		Previous Policy	B	
			Lead Source		

7 Clie	ck "Cl	ose"									
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						☆	6 13	Ď		•	:
📘 Overtime - I	Formstack	Daily Claim Review	Issues & Breaches	🔲 Peer Review Checkli 🔁 T	SG			»		All Book	marks
		Q					A	ny Ste	phense	an ≖	\mathbf{x}
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											U
Ex	piry Date	01/03/2029	Policy Status	Active							U
Months			Policy Liability	RV							18
Months			Claim Liability	RV							18
			Claims Incurred	GBP 84.00	1						U
			Retail Value	GBP 229.00							

6

Underwriter Vulnerable? Reason For Claim 🕡	Novus Underwriting No Furniture - Accidental Damage		Order Date	
Vulnerable? Reason For Claim (j)	No Furniture - Accidental Damage			
Reason For Claim 🕡	Furniture - Accidental Damage			
		•		
DETAILS PARTIES	ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAY	MENTS	NOTES TASKS	DOCUMEN
Fault Category	Mattress	¥	Repair	
Fault Type	Accidental Damage	v	Action	DTA Pr
Fault Detail	Mattress Cover	¥	Fraud Check Complete	No
Fault Description ()	Date Fault Noticed: 29/09/2024 Fault Description: Iron burn		Directions	
Cause		v		
Cause Description				

Action	DTA Process			Maximum Liability	RV			
Repair					•		Claim Value	
Order Date S TASKS DC	DCUMENTS	HISTORY	Delivery Date	02/03/2021		Handler Next Appointment Date	Stuart Horne	
ication Date Order Date	22/10/2024		Incident Date	29/09/2024		Reason	Assigned for Desktop Ass	
OL Reference	FNOL03	37437				Position	Referred	
in Reference U	44/414				Status	Open		

Go to documents

	Claim Reference 🥡 FNOL Reference	447414				
6th to 8th year warranty	Notification Date	22/10/2024 🛅 Inc	ident Date	29/09/2024		
	Order Date	De	Delivery Date		02/03/2021	
						Next
•						
ESTIMATE LABOUR PAYMENT:	5 NOTES TASKS D Repair	OCUMENTS HISTORY API			¥	
ESTIMATE LABOUR PAYMENTS	S NOTES TASKS D Repair Action	OCUMENTS HISTORY API DTA Process			•	Maxii
ESTIMATE LABOUR PAYMENTS	S NOTES TASKS D Repair Action Fraud Check Complete	OCUMENTS HISTORY API DTA Process No			•	Maxir Cla
ESTIMATE LABOUR PAYMENTS	NOTES TASKS D Repair Action Fraud Check Complete Specific Requests / Directions	OCUMENTS HISTORY API			•	Maxin Cla

Send	er	Catego	гу
OPEN T	DESCRIPTION	FILE NAME	CREATED
<u>Open</u>	MB&G Insurance - Your Dreams Claim - Assessing Claim	MB&G Insurance - Your Dreams Claim - Assessing Claim.eitreml	28/10/2024
Open	Distant Image With Protector On	Distant Image With Protector On.jpg	22/10/2024
Open	Customer Acknowledgement Email	Customer Acknowledgement Email.eitreml	22/10/2024
<u>Open</u>	Declaration	Declaration.pdf	22/10/2024
<u>Open</u>	Clear Image Of Damage	Clear Image Of Damage.jpg	22/10/2024
Open	Distant Image Without Protector On	Distant Image Without Protector On.jpg	22/10/2024
<u>Open</u>	Image Of Mattress Label	Image Of Mattress Label.jpg	22/10/2024
<u>Open</u>	FNOL All Fields	FNOL All Fields.pdf	22/10/2024
Open	Distant Image Of Damage	Distant Image Of Damage.jpg	22/10/2024

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msta	ick 🔲 Daily Claim Review	/ 🔲 Issues & Breache	es 🔲 Peer Review C		Distant Image With Prote 2024-10-29T150109.380.jpg 2.8 MB • Done	Bookma	arks
2	29/09/2024 📖	Reason	Assigned for Desktor	2	Report Assessment - Rejection.pdf 6.4 MB • 32 minutes ago		^ -
5	02/03/2021	Handler	Stuart Horne	2	Rejecting an FNOL.pdf 1,118 KB • 1 hour ago		I
		Next Appointment Date		2	Raising an FNOL-Customer Has Matched toTheir Policy.pdf 3.4 MB • 1 hour ago		
'E D	OCUMENT	IESSAGE D EMAIL CL	AIMS FILES (.PDF)		Dreams FNOL- Customerhasntmatchedtotheirpolicy. _PDF_2024-10-29120044.068356.pdf 2.3 MB + 3 hours ago		
	• • • • • • • • • • • • • • • • • • •	Description		2	Policy Validation-Product Replaced by Dreams in the First 12 Months.pdf		

Click the download to open them

13 Use the images to determine which parts will need to be ordered (for beds).

For accidental mattress claims, we are assessing whether it can be repaired or not. If it cannot be repaired, a replacement will need to be ordered.

For bed claims, use your parts availability spreadsheet to check whether an item is discontinued or not. If it is discontinued, a replacement will need to be ordered.

Warketing Opt In Infor Opt In Email Opt In SMS Opt In Post Opt In None Opt In None Opt In None Unit of WBW Matt 1 100 EACH WBW Matt 1 100 EACH 200	e	-											2	-	>		150109.380.jpg
Quantity Rtn Qty Unit of Measure Ind. VAT k Grey & White 1 1.00 EACH 449 WBW Matt 1 1.00 EACH 489 Dreams Star 1 1.00 EACH 239	matic	n Informa	pt In	ng Opt mail . MS . ost . hone .	keting (it In Email it In SMS it In Post it In Phon it In None	Mar Op Op Op Op											
K Grey & White 1 1.00 EACH 4449 WBW Matt 1 1.00 EACH -89 Dreams Star 1 1.00 EACH 299		Unit Price	U Ir	of sure	Unit of Measure	y	Rtn Qty		Quantity	(
WBW Matt 1 1.00 EACH -89 Dreams Star 1 1.00 EACH 229	e Li F In	INCI. VAI			EACH	1.00		1	1	æ	k Grey & White						
Dreams Star 1 100 FACH 229	e Li T In 7.00	449.00		н	LACH												
	e Li T Ir 9.00	449.00 -89.80		H H	EACH	1.00		1			WBW Matt						

Go back to details

	Cover Level	Ð	Dream (Cover Structure Be	eds 6th to 8	th year warra	nty	Notificatio	n Date	22/10/2
	Underwriter	Novu	ıs Under	writing				Orde	er Date	
	Vulnerable?	No		•						
Reas	on For Claim (Furni	iture - Ac	ccidental Damage						
DETAIL	S PARTIES	ESTIM	IATES	ESTIMATE PARTS	ESTIMA	TE LABOUR	PAYMENTS	NOTES T/	ASKS	DOCUMEN DOCUMEN
DETAIL	Sender	ESTIM	IATES	ESTIMATE PARTS	ESTIMA	TE LABOUR	PAYMENTS	NOTES TA	ASKS ADD	DOCUMEN
	Sender	ESTIM	TION	ESTIMATE PARTS	ESTIMA	FILE NAME	PAYMENTS	NOTES TA	ASKS ADD	

Set the "Cause" to match the fault type

Fault Category	Mattress	•	Repair	
Fault Type	Accidental Damage	•	Action	DTA Pro
Fault Detail	Mattress Cover	v	Fraud Check Complete	No
Fault Description 🕡	Date Fault Noticed: 29/09/2024 Fault Description: Iron burn		Specific Requests / Directions	
Cause		•		
Cause Description				
Emmiera Instruction Code	AD1 Accidental Damage & C04 Standard Mattress			
Emmiera Instruction	AD1: Accidental Damage: Accident Damage is covered. C04 Standard Mattress: Please confirm the following on your report - That the customer rotates the mattress, and adheres			

16 Copy the fault description and paste it into the cause description field

Fault Type	Accidental Damage	$\mathbf{T}_{\mathbf{r}} = \{\mathbf{r}_{i}\}_{i=1}^{n}$	Action	DTA Pr
Fault Detail	Mattress Cover	•	Fraud Check Complete	No
Fault Description ()	Date Fault Noticed: 29/09/2024 Fault Description: Iron burn		Specific Requests / Directions	
Cause Cause Description	Accidental Damage	•		
Emmiera Instruction Code	AD1 Accidental Damage & C04 Standard Mattress			
Emmiera Instruction	AD1: Accidental Damage: Accident Damage is covered. C04 Standard Mattress: Please confirm the following on your report • That the customer rotates the mattress, and adheres to care instructions as per their paperwork. • Is the attended address the same as the original delivery address? • Does the	Î		

17 Select "Furniture replacement" as the repair Next Appointm C v TE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API Repair Ŧ Maximum Liab Action . Appliance Product Recall Claims Incu Fraud Check v Complete Appliance Repair Repair Ex Specific Requests / Appliance Settlement Directions Claim Breakdown No Action Current Rese Cancellation Cycle Repair Total I Cycle Replacement ۷ Grand T Cycle Replacement & Cycle Repair Furniture Repair Furniture Replacement Gadget Repair ÷

Policy Holder	C Mr Abdul Chana	Claim Reference 🕧	447414
External Ref No	327A011331/1	FNOL Reference	FI D
Cover Level	Dream Cover Structure Beds 6th to 8th year warranty	Notification Date	22/10/2
Underwriter	Novus Underwriting	Order Date	
Vulnerable?	No 🔻		
Deserve Free claims			
DETAILS PARTIES	Furniture - Accidental Damage	TS NOTES TASKS DO	DCUMEN
DETAILS PARTIES	Furniture - Accidental Damage ESTIMATES ESTIMATES ESTIMATES ESTIMATES ESTIMATES ESTIMATE PARTS ESTIMATE S Mattress	TS NOTES TASKS DO Repair	OCUMEN
DETAILS PARTIES Fault Category Fault Type	Furniture - Accidental Damage • ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR Mattress • Accidental Damage •	TS NOTES TASKS DO Repair Action	OCUMEN Furnitur DTA Pro
Teason For Claim () DETAILS PARTIES Fault Category Fault Type Fault Detail	Furniture - Accidental Damage ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMEN Mattress Accidental Damage Mattress Cover Mattress Cover 	TS NOTES TASKS DO Repair Action Fraud Check Complete	OCUMEN Furnitur DTA Pro No

19 An Emmiera appointment will not be needed so this estimate will need to be deleted.

Click on the Emmiera estimate.

					Next Appo	Date		
DOCUMENTS	HISTOR	Y API						
							+ ADD	DELETE X
TIMATE NO.	Ŧ	JOB NUMBER	Ŧ	DESCRIPTION	Ŧ	ESTIMATE T	PAID 1	OUTSTANDI
202075		447414		First Inspection		£ 48.00	£ 0.00	l .
202076		447414		Triage/Intel		£ 36.00	£ 0.00	e a

				Position	Referre	ed					
29/(09/2024			Reason	Assign	ed for Deskt	top Ass	sessme <mark>nt</mark>	t		¥
02/	03/2021			Handler	Stuart	Horne					•
			Next App	Date							
						+ ADD		DELETE	X+ EXPORT	+ ADD C	REDIT NOT
Ŧ	DESCRIP	PTION	Ŧ	ESTIMA	TE T	+ ADD PAID	T	DELETE	X+ EXPORT	+ ADD C	REDIT NOT
Ŧ	DESCRIP First Insp	PTION	Ŧ	ESTIMA	TE Y 48.00	+ ADD PAID £ 0.0	T NO	DELETE	X+ EXPORT NDING T £ 48.00	+ ADD C	REDIT NOT

21 Click "Yes"

ure Beds 6th to 8th year warra	nty	Notification Dat	e 22/10/2024		Incident Date	29/09/2024	
		Order Dat	e		Delivery Date	02/03/2021	
						0	
nage	•	D	elete Record			×	
			Are you su	re vou v	want to delete	1	
ARTS ESTIMATE LABOUR	PAYMENTS	NOTES TASK	item?	ic you i	and to acted		
			🕑 Yes 💌 No				
PARTY	PAYEE(S)	T E				RI	PTION
Emmiera Group (formally		E				n	spection
Homeserve Ltd)							
MB&G Insurance Services - Triage		EN2	02076	4	47414	Triage/I	Intel

Go to cover level

WARNING: Early clain	n (incident date within 15 days of start date).		
Policy Holder		Claim Reference 🕧	44741
External Ref No	327A011331/1	FNOL Reference	Ω.
Cover Level	Dream Cover Structure Beds 6th to 8th year warranty	Notification Date	22/10
Underwriter	Novus Underwriting	Order Date	
Vulnerable?	No 🔻		
Reason For Claim 🕡	Furniture - Accidental Damage 🔹		
DETAILS PARTIES	ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS	NOTES TASKS D	OCUME

	Policy Liability	RV	
	Claim Liability	RV	
	Claims Incurred	GBP 36.00 1	
	Retail Value	GBP 229.00	
	Retail Value Repair Excess	GBP 229.00 £0	
	Retail Value Repair Excess DMLR	GBP 229,00 £0 GBP 55.00	
	Retail Value Repair Excess DMLR DHLR	GBP 229,00 £0 GBP 55.00 GBP 45.00	
	Retail Value Repair Excess DMLR DHLR Sales Information	GBP 229.00 £0 GBP 55.00 GBP 45.00	
₹ S EU MATTRESS	Retail Value Repair Excess DMLR DHLR Sales Information Seller Branch	GBP 229.00 £0 GBP 55.00 GBP 45.00	
S EU MATTRESS	Retail Value Repair Excess DMLR DHLR Sales Information Seller Branch Sales Agent	GBP 229.00 £0 GBP 55.00 GBP 45.00	

24 Click "Close" to go back to the claim

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					☆	6 13	Ď	坐	1
k [Daily Claim Review	Issues & Breaches	Peer Review Checkli	🔁 TSG			»		ll Book
	Q					A	ny Step	hensoi	n. T
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							36	CLOSE	
							34	CLOSE	
te	01/03/2029	Policy Status	Active				36	CLOSE	
ite	01/03/2029	Policy Status Policy Liability	Active RV				*	CLOSE	
ite	01/03/2029	Policy Status Policy Liability Claim Liability	Active RV RV	7			3<	CLOSE	
te	01/03/2029	Policy Status Policy Liability Claim Liability Claims Incurred	Active RV GBP 36.00	/ 1			34	CLOSE	

				PO	sition	Referre	d			Ŧ	
ate	29/	09/2024		R	eason	Assigne	ed for Desktop	Assessment		v	
)ate	02	/03/2021		Ha	andler	Stuart H	Horne			Ŧ	
				Next Appoint	tment						
						(+ ADD i	DELETE	‰ export	+ ADD CREDI	T NOTE
		DESCRIP	PTION		ESTIMATE	(X+ EXPORT	+ ADD CREDI	
	Ť	DESCRIP	PTION	Y	ESTIMATE	(= T	+ ADD	DELETE OUTSTANE	X+ EXPORT	+ ADD CREDI	T NOTE

26 Select "Dreams" for the estimate type

d Claim Estimate						
New Estimate						
DETAILS						
ا J Estima	Type Party Description ob Number te Number	Dreams Default MB&G Payment o Triage Fee	Correction			
Financial Bre	akdown	Estimate				
Sub Total	Net £	Vat 0.00 £	0.00	Gross	0.00	

27 Click the magnifying glass

rmstack	L Daily Claim Review	📙 Issues & Breaches	L Peer Keview Checkli	ISG	>> 🗋 All Bookmarks
	Q				Amy Stephenson T
				C ADD	ADD AND CLOSE CLOSE
					· ·
	Paid				
	r	0.00			

28 Double-click on Dreams

When replacing products, the estimate party will always be Dreams unless it is a Furmanac bed.

	Туре	Dreams D	efault		
	Party	PD			
De	escription				NAME
lob	Number				Emmiera Group (formally Homeserve Ltd)
Estimate	e Number				DO NOT USE (Furmanac Group Limited)
					Mr Abdul Chana
ncial Brea	kdown				MiBed Furmanac Limited
		Estimate			Dreams
	Net		Vat		MB&G Insurance Services - Triage
	£	0,00	£	0.00	Kaydian LTD
S.	£	0,00	£	0.00	BSSB Furniture Innovation Support
tal	£	0.00	£	0.00	Importas
		Applied			Wellson LTD
Excess	£	0.00	£	0.00	
		Estimate			
	£	0.00	£	0.00	

If you are replacing a Furmanac product, set the party as MiBed

29 Type "DRE" into the description and job number fields

d Claim Estimate							
New Estimate	9						
DETAILS LA	BOUR PAR	ГS					
	Туре	Dreams D)efa <mark>u</mark> lt				
	Party	Drea	ams				
	Description						
	Job Number						
Estin	ate Number						
Financial B	re <mark>akdown</mark>						
		Estimate					
	Net		Vat		Gross		
					E .	0.00	
Parts	£	0.00	£	0.00	L	0.00	

30 Go to parts						
	• ··· ····		I 🗢 sense I mansk			
\leftrightarrow \rightarrow C \sim mbandg.evoclain	n.com/Task/Inde	x				
🔡 💿 Login Five9 👌 EvoSuite - Lo	gin 🔇 Dreams	Service Power	🙈 Homeserve Job Syst	💅 Bright HR	👍 PowerBl	🔲 Vulne
- MDOC			_			_
Add Claim Estimate						
New Estimate						
DETAILS LABOUR PARTS	5					
Туре	Dreams Defau	lt				
Party	Dreams					
Description	DRE					
Job Number	DRE					
Estimate Number		DRE				
Financial Breakdown		dre				

31 Click "A	\dd"		
			ᅜ 📊 간 🛎 🛎 :
rmstack 🔲 Daily Claim	n Review 🔲 Issues & Breach	es 🔲 Peer Review Checkli 扂	TSG >> C All Bookmarks
۹			Amy Stephenson *
		C	SAVE SAVE AND CLOSE
	T QUANTITY T	PRICE Y NET Y	VAT T GROSS T

2	Set the supplier as "ma	nufacturer"					
	Add Claim Estimate Part	-	-		_		×
	New Claim Estimat	e Part	0	ADD	ADD AND CLOSE		I
	Supplier Description	Independent				¥	Y
	Quantity Unit Price	Manufacturer Retailer					1
	Net Total VAT Date	£ 29/10/2024	0.00				
	VAT Rate VAT Total	Standard (20.0	000)				

Type "Replacement" into the description field

Add Claim Estimate Part				
New Claim Estima	te Part	C ADD	ADD AND CLOSE	
Supplier	Manufacturer			•
Description	Replacement			
Quantity				1 🛔
Unit Price	£ 229			
Net Total	£ 229.00			
VAT Date	29/10/2024			
VAT Rate	Standard (20.0000)			
VAT Total	£ 45.80			

Paste the cost into the unit price field

New Claim Estima	te Part	C ADD	S ADD AND CLOSE	× CLO
Supplier	Manufacturer			*
Description	Replacement			
Quantity				1
Unit Price	£ 2	29.00		
Net Total	£ 2	229.00		
VAT Date	29/10/2024			
VAT Rate	Standard (20.0000)			
VAT Total	£	45.80		
Gross Total	£ 2	74.80		

35 c	lick "Add and close"			
: 📶 PowerBl	🔲 Vulnerable Custome 🔲 O	vertime - Formstack 🔲 Daily Clain	n Review 🔲 Issues & B	ireaches 🔲 Peer Review Checkli
		٩		
mate Part			×	
im Estimat	te Part	G ADD ADD AND CLOSE		
Supplier	Manufacturer		• Y	r PRICE T NET
Description	Replacement			
Quantity			1 🛊	
Unit Price	£ 229			
Net Total	£ 229.00			
VAT Date	29/10/2024 🕅			

36 Go to documents

			Claim Refer	rence 🕡 447.	44/414						
			FNOL Refer	rence 🗋	12 FNOL037437						
re Beds 6	oth to 8th year war	anty	Notification	Date 22/	22/10/2024		Incident Date	29/09/2024 [
			Order	Date			Delivery Date	02	/03/2021		
age		•									
ARTS E	ESTIMATE LABOUR	PAYMENTS	NOTES TAS		IENTS	HISTOR	Υ ΑΡΙ				
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PARTS E PARTY MB&G Ir Triage	estimate LABOUR	PAYMENTS PAYEE(S)	NOTES TASI	EN202076	ENTS	HISTOR	Y API JOB NUMBER 447414	Ŧ	DESCRI Triage/I	PTION	

37 Click "Email/forward"

			Positio	n Referred					•
e	29/09/2024		Reaso	n Assigned	for l	Desktop Assessment			•
e	02/03/2021		Handle	r Stuart H	orne				•
		Next Ap	pointmen Dat	e					
TE D		EW MESSAGE	E EMAI	. CLAIMS FILES	(.PDF)	s (.ZIP)		ORWARD
			escriptio	n					
		J							
NDE	R	r RECEIVED	T /	ATTACHMENT	Ŧ	EMAIL SUBJECT	T CATEGO	DRY	Ŧ

38 Double-click on the "TYG Parts/Replacement Request Form"

		Dreams - Parts Ordered - Delivery to Technician - Customer update	Email Outbound
PARTS ESTIMA	TE LABOUR PAYM	Dreams - Parts Received	Email Outbound
		Dreams - Product Under 12 Months - Referred to Dreams - Non Workflow	Email Outbound
		Dreams - Rejection Reason	Email Outbound
		Dreams - Rejection Reason - Postal Template	Email Outbound
		Dreams - Repair Complete	Email Outbound
		Dreams - Replacement item - No Inspection Needed	Email Outbound
T	FILE NAME	Dreams - TYG Parts/Product Replacement Request Form - Non Workflow	Email Outbound
ms Claim -	MB&G Insurance - Y	FNOL Declaration	FNOL
	Assessing Claimield	FNOL Dreams Claim Form	FNOL
On	Distant Image With	FNOL Submission Email	FNOL
Email	Customer Acknowle	Invoice DD Email Template	Email Outbound
	Declaration.pdf	Invoice Email Template	Email Outbound
	Clear Image Of Dan	MB&G Invoice Template	Invoice
rtor On	Dictant Image Without	Director Online 20/40/2004 19/50 Capiles Director	

39 Put "TYGReplace@dreams.co.uk in the "forward to" box

If you are replacing a Furmanac bed, use "admin@mibed.co.uk"

Sen	d / Forward			
15 days of start c	Sender	dreams@mbgin	surance.com	
nana	Forward To	tygreplace@dre	ams.co.uk	
	сс	(tygreplace@dreams.co.uk	×
er Structure B	Subject	Claim 447414 -	furpiturequard@efl.co.uk	
ng	Attachments	No attachments av	iumitureguaru@on.co.uk	
	4) 🛠 🛅 🖪	<u>I U</u> ÷	supplierinspections@dreams.c customerservices@kaydian.co	🏊 ▼ Paragraph ▼ 📱
ntal Damage	Xº X₂ œ è⊽ [tygqueries@dreams.co.uk	

ATE PARTS

 Mobile Tel
 Number

 Email
 Abdulchana@live.co.uk

 Original Product Description
 NEW LITTLE BIG DREAMS STAR GAZER S EU MATTRESS

 Original Product Description
 SC FROM PRODUCT SRL

 Parts / Product Required
 Reason / Fault

Please contact customer to arrange delivery if applicable

No

Stuart Horne

Is product age > 5 Years

Request by

Specific Requests/Directions

40 Type "replacement" into the "Parts / product required" field

41 Click "Send"

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1e	Overtime - Formstack	Daily Claim Review	📘 Issues & Breaches	Peer Review Checkli	🔁 TSG	>>
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42 Go to notes

Mr Ab	dul Chana				Claim Reference	() 447414			
)11331	1/1				FNOL Reference	FN FN	IOL0374	37	
Dream	n Cover Structure Beds	6th to 8t	h year warranty	1	lotification Date	22/10/2	024	Incident I	Date 2
s Unde	erwriting				Order Date			Delivery I	Date
	*								
:ure - /	Accidental Damage			•					
ATES	ESTIMATE PARTS	ESTIMAT	E LABOUR PAY		TASKS	DOCUMEN	TS HI	ISTORY API	
					+ ADD	亩 DELETE	‰ ex		PLATE DOC
					Category				
							Searc	h Reset Search	
ION		T	FILE NAME		Ŧ	CREATED	Ŧ	CREATED BY	SENDER
			Claim 447414 - A	bdul Chana -			45.00	Annu Charlesona	

		Position	Referred	•
	29/09/2024	Reason	Assigned for Desktop Assessment	•
	02/03/2021	Handler	Stuart Horne	•
		Next Appointment		
				Ŧ
TI	re apything also you u	wich to tall us about your of	aim?: Do you agree with the above declaration?: Vec Declaration	T Date:

Claim Reference	447414		Status
Add Claim Note			Sosition
Now Claim Nota		C ADD ADD AND CLOSE	CLOSE Reason
New Claim Note			Handler
Date	29/10/2024		intment Date
Author	Amy Stephenson		
Claim Note Type			*
DTA - BER - Replacem	ent requested		
			out your cl

45 Go to tasks

1			1				
		FNOL Reference		FNOL0374	137		
Cover Stru	ucture Beds 6th to 8th year warranty	Notification Date	22/10	/2024	1 Incident	Date	29/09/202
writing		Order Date			Delivery	Date	02/03/202
r							
cidental	Damage	•					
ESTIMAT	FE PARTS ESTIMATE LABOUR PAY	MENTS NOTES TASKS D	OCUME	NTS H	ISTORY API		
Lottinot			ocome				
T	CREATED T	AUTHOR	Ŧ	ТҮРЕ	T	NO	ſE
2	22/10/2024 18:52	Service Process				ls th 22/1	ere anything 0/2024
						DTA	

Tick the DTA task

UR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API	
T DUE DATE T COMPLETED? T TYPE	
28/10/2024 10:28 Automated T	ask

Change the claim position to accepted

		Status	Open		v
		Position	Referred		•
dent Date	29/09/2024	Reason			
ivery Date	02/03/2021	Handler	Accepted		
		Next Appointment	Rejected		
			Reopened		
				+ 100	V. EVDORT

			Status	Open	Ŧ
			Position	Accepted	•
ident Date	29/09/2024	4	Reason		•
livery Date	02/03/202	1	Handler		
			Next Appointment	Accepted	
			Date	Claim Taken in Error – Referred to Retailer	
				Complaint - Rejection Overturned	
				Complaint Resolved	_
				Finalised	
				Parts Requested from Dreams	_
				Parts Requested to Customer Small Claim	(PC
				Repair Authorised	
ETED?	TYPE			Repair Complete	
	Automate	d Task		Replacement Requested	

48 Change the claim reason to "Replacement requested"

49 Change the handler name to yours

		Status	Open	•
		Position	Accepted	v
ate	29/09/2024	Reason	Replacement Requested	•
ate	02/03/2021	Handler	Stuart Horne	•
		Next Appointment Date		

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	29/09/2024		Status Position Reason	Open Accepted Replacement Requested	SE X CLOSE	PRINT	• EM.		*
	29/09/2024 02/03/2021	1	Status Position Reason Handler	Copen Accepted Replacement Requested Amy Stephenson	SE X CLOSE	PRINT	▼ EM.	AIL	•
	29/09/2024 02/03/2021	1 Next Ap	Status Position Reason Handler Date	Copen Accepted Replacement Requested Amy Stephenson	SE CLOSE	PRINT	▼ ▼ ▼ ▼		*

Always leave a note in the Dreams system

Info 2		Reason fo Parts	Parts Required	Comments				
			0	AUTOSTAMP - REI days	FUND - Emailed o	ust to adv their refund has been rais	ed and should be in their account within 7-10	
SC FROM PRODUCT SRL		UCT Others (0					
				1				
son	Voucher Amount	Voucher Number	Allowance Amount	Refund Amount	Disablility VAT Refund Amt.	Comments	Letter Template	
ttres	5							