

An aerial, top-down view of a winding asphalt road with several cars of various colors (red, blue, white, black, yellow) driving along it. The road is surrounded by lush green trees and vegetation. The background is a solid dark blue color.

**MB&G** INSURANCE

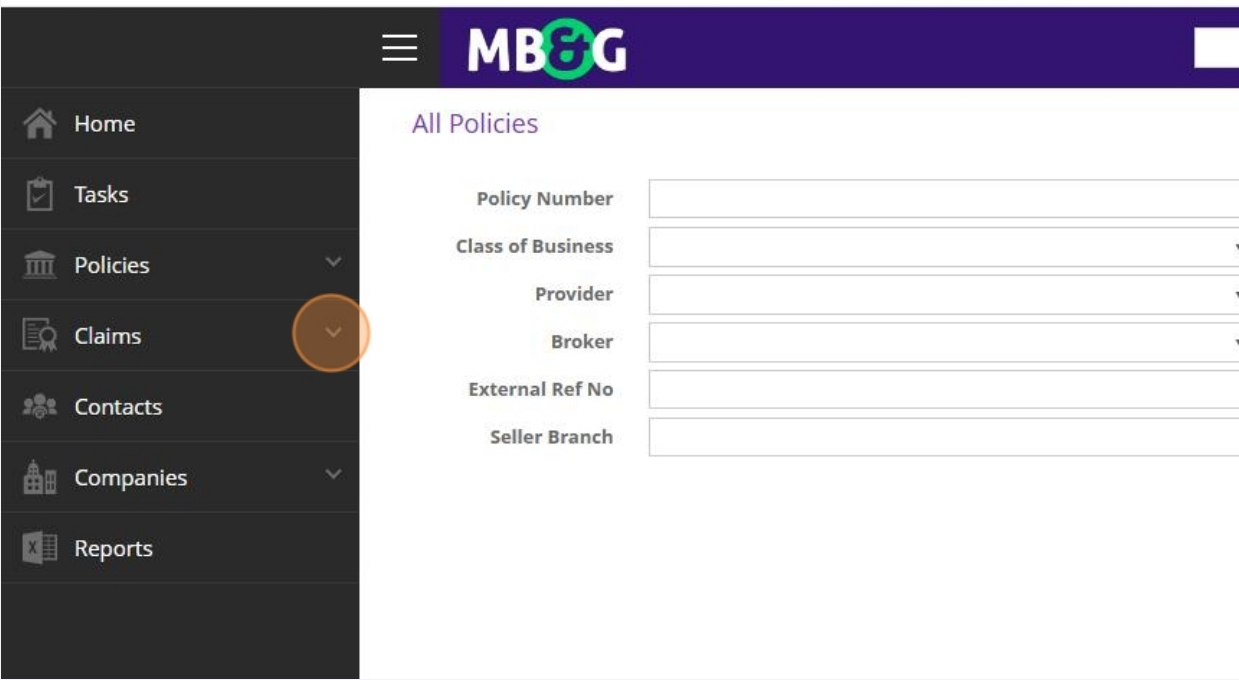
# Dreams

Raising An FNOL – Customer Has Matched To Their Policy

31.10.24

# Raising an FNOL - Customer Has Matched to Their Policy

1 Click on the arrow next to "Claims"



## 2 Go to "Claim FNOLs"

The screenshot shows the EvoSuite interface. On the left is a dark navigation sidebar with the following items: Home, Tasks, Policies, Claims (with a sub-menu), External Jobs, Contacts, Companies, and Reports. The 'Claims' sub-menu is expanded, and 'Claim FNOLs' is highlighted with an orange circle. The main content area is titled 'All Policies' and contains a form with the following fields: Policy Number, Class of Business, Provider, Broker, External Ref No, and Seller Branch.

## 3 Click here to filter

The screenshot shows the EvoSuite 'Claim FNOLs' table. The browser address bar is [mbandg.evoclaim.com/Claim/FNOLs](https://mbandg.evoclaim.com/Claim/FNOLs). The table has the following columns: STAGE, CREATED, FNOL REF., FORM TYPE, and SA. The 'STAGE' column header has a filter icon (a downward arrow) highlighted with an orange circle.

STAGE	CREATED	FNOL REF.	FORM TYPE	SA
FNOL	28/10/2024 13:44	FNOL037657	Dreams Claim FNOL	90
FNOL	28/10/2024 13:42	FNOL037656	Dreams Claim FNOL	12
FNOL	28/10/2024 13:30	FNOL037653	Dreams Claim FNOL	04
FNOL - Missing Policy	28/10/2024 11:53	FNOL037646	Dreams Claim FNOL	88
FNOL	28/10/2024 11:46	FNOL037645	Dreams Claim FNOL	23
FNOL - Missing Policy	28/10/2024 11:07	FNOL037643	Dreams Claim FNOL	35
FNOL - Missing Policy	28/10/2024 10:51	FNOL037642	Dreams Claim FNOL	13

4 Change this to "Does not contain" and type "reject" into the box

The screenshot shows the MB&G web interface. At the top, there is a navigation bar with the MB&G logo and a search bar. Below this, the page title is "Claim FNOLs". A table with columns: STAGE, CREATED, FNOL REF., FORM TYPE, and SA is displayed. A filter dropdown menu is open over the 'CREATED' column, showing options: "Does Not Contain", "Does Not Contain", "Is Equal To", "Is Not Equal To", "Starts With", and "Ends With". The "Does Not Contain" option is highlighted with an orange circle. Below the dropdown are "Filter" and "Clear" buttons. The table contains several rows of data, including columns for STAGE, CREATED, FNOL REF., FORM TYPE, and SA.

STAGE	CREATED	FNOL REF.	FORM TYPE	SA
FNOL		FNOL037657	Dreams Claim FNOL	90
FNOL		FNOL037656	Dreams Claim FNOL	12
FNOL		FNOL037653	Dreams Claim FNOL	04
FNOL - Missing Policy		FNOL037646	Dreams Claim FNOL	88
FNOL		FNOL037645	Dreams Claim FNOL	23
FNOL - Missing Policy		FNOL037643	Dreams Claim FNOL	35
FNOL - Missing Policy		FNOL037642	Dreams Claim FNOL	13
FNOL	28/10/2024 10:00	FNOL037638	Dreams Claim FNOL	22
FNOL - Missing Policy	28/10/2024 09:55	FNOL037637	OFL Claim FNOL	OF
FNOL	28/10/2024 09:49	FNOL037636	Dreams Claim FNOL	88

5 Click the filter button on "Form Type"

The screenshot shows a browser window with multiple tabs: "FNOLs", "EvoSuite - Claims", "RD Web Access", and "Scribe | Workspace". The browser's taskbar shows various applications like "ervice Power", "Homeserve Job Syst...", "Bright HR", "PowerBI", "Vulnerable Custome...", "Overtime - Formstack", and "Daily Claim Review -...". The main content area shows a search bar and a table with columns: FNOL REF., FORM TYPE, SALES/SCHEDULE NUMBER, and REJECTED BY. An orange circle highlights the filter icon on the 'FORM TYPE' column header. The table contains several rows of data.

FNOL REF.	FORM TYPE	SALES/SCHEDULE NUMBER	REJECTED BY
FNOL037657	Dreams Claim FNOL	903A043745	
FNOL037656	Dreams Claim FNOL	120A020468	
FNOL037653	Dreams Claim FNOL	043A012608	
FNOL037646	Dreams Claim FNOL	888H913946	
FNOL037645	Dreams Claim FNOL	231a033503	
FNOL037643	Dreams Claim FNOL	353A004617	
FNOL037642	Dreams Claim FNOL	134A027835	

## 6 Type "Dreams" into the box

Nonreserve Job System | Bright Link | PowerBI | Vulnerable Customer... | Overline - Fullstack | Daily Claim Review... | Issues &...

Search

REF.	FORM TYPE	SALES/SCHEDULE NUMBER	REJECTED BY	REJECT D
137657	Dreams Claim FNOL			
137656	Dreams Claim FNOL			
137653	Dreams Claim FNOL			
137646	Dreams Claim FNOL			
137645	Dreams Claim FNOL			
137643	Dreams Claim FNOL			
137642	Dreams Claim FNOL			
137638	Dreams Claim FNOL	228A023219		
137637	OFL Claim FNOL	OFL-0261588		
137636	Dreams Claim FNOL	0201752205		

Show items with value that:  
Contains  
And  
Contains  
Filter Clear

## 7 Go to the last page to action the oldest claims first.

FNOL - Missing Policy	28/10/2024 08:06	FNOL037629	Dreams Claim FNOL	00
FNOL	28/10/2024 01:34	FNOL037628	Dreams Claim FNOL	90
FNOL	27/10/2024 23:01	FNOL037627	Dreams Claim FNOL	37
FNOL	27/10/2024 21:02	FNOL037624	Dreams Claim FNOL	34
FNOL - Missing Policy	27/10/2024 20:57	FNOL037623	Dreams Claim FNOL	18
FNOL	27/10/2024 20:30	FNOL037622	Dreams Claim FNOL	04
FNOL	27/10/2024 18:26	FNOL037621	Dreams Claim FNOL	08
FNOL	27/10/2024 18:11	FNOL037620	Dreams Claim FNOL	5C
FNOL	27/10/2024 17:14	FNOL037619	Dreams Claim FNOL	11
FNOL	27/10/2024 14:25	FNOL037616	Dreams Claim FNOL	31
FNOL	27/10/2024 14:12	FNOL037615	Dreams Claim FNOL	14
FNOL	27/10/2024 13:01	FNOL037613	Dreams Claim FNOL	22

Navigation: |< < 1 2 3 4 > >|

Windows Taskbar: Search

## 8 Double-click on a claim

FNOL	24/10/2024 10:51	FNOL037505	Dreams Claim FNOL	17
FNOL	24/10/2024 10:42	FNOL037503	Dreams Claim FNOL	36
FNOL	24/10/2024 09:44	FNOL037499	Dreams Claim FNOL	36
FNOL	24/10/2024 09:09	FNOL037498	Dreams Claim FNOL	06
FNOL	23/10/2024 22:19	FNOL037497	Dreams Claim FNOL	30
FNOL	23/10/2024 20:25	FNOL037494	Dreams Claim FNOL	88
FNOL	23/10/2024 19:00	FNOL037492	Dreams Claim FNOL	03
FNOL	23/10/2024 17:51	FNOL037490	Dreams Claim FNOL	88
FNOL - Missing Policy	23/10/2024 16:51	FNOL037488	Dreams Claim FNOL	09

## 9 Copy the order number so you can validate it using the Dreams system.

FNOL REFERENCE	FNOL037490	REASON	ASSIGNED
Claim Reference ⓘ		Reason	Assigned
Notification Date	23/10/2024	Incident Date	15/08/2024
Order Date		Delivery Date	02/02/2021
Handler	Mary Sm		
Action	Non DTA Process		
n't pair it up with the be able to pair it up . He said he'll order I again and again now			

10 Perform your usual checks using the Dreams system.

Dreams LIVE - Microsoft Dynamics NAV Classic - [888H817643 Miss Charlene Dickinson - Completed Sales Order]

File Edit View Tools Window Help

General Invoicing Shipping Payments Communication Customer Service

No. . . . . 888H817643

Sell-to Customer No. . . . . B888 View Store

Sell-to Contact No. . . . . B888-CT1233001

Sell-to Customer Name . . . . .

Sell-to Address . . . . .

Sell-to Address 2 . . . . .

Sell-to City . . . . . London

Sell-to County/Post Code . . . . .

Sell-to Contact . . . . .

Related Back To Back . . . . . 0

Customer Collection . . . . .  Staff Sales Order  Sleepmatch

Order Amount. . . . . 1,748.00

Payments . . . . . 1,748.00

Financed Amount . . . . . 0.00

BALANCE . . . . . 0.00

Intake Value. . . . . 1,748.00

Status . . . . . Released

Order Status. . . . . Delivered

Order Date . . . . . 31/05/22

Delivery Date . . . . . 08/06/22

Daytime : 07:00:00 - 18:00:00

Times Delivery Date Changed . . . . . 0

Salesperson Code . . . . .

Location Code. . . . . HDD-HW

Interaction Count . . . . . 2

Archived Versions . . . . . 1

TBA Comments . . . . . 0

Overall Special . . . . .

Telesales Order

Reallocation	Branch	Stock Location	Collection	Auto Pay a...	Warranty Description	Warranty Item No.	MTM	Route No.	Postcode	Description
0										264-00032 Francis 4' Black
0					310522_101146 BED_750 8	264-00032		N	N9 ONR	Bed Cover Primary Item
0								N	N9 ONR	Francis 4' Black Otto Electr

11 Once you have validated the policy, click into "Cover level"

Claim

Claim FNOL

Policy Holder

External Ref No 888H433122/1

Cover Level  Open Record

Underwriter  Open Record

Reason For Claim

FNOL Reference

Claim Reference

Notification Date 23/10/22

Order Date

DETAILS DOCUMENTS

Fault Category  Action

Fault Type

Fault Detail

12 Double check that the customer has matched the claim to the correct policy.

888H433122/1 Claims Inc

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PAYMENTS NOTES DOCUMENTS TASKS CLAIMS HISTORY RELATED POLICIES

er	Dreams	Product Category	Bed	Retail
er	Novus Underwriting	Product Type	Select Far East / Import	Repair E
er	Novus Underwriting	Product Size	6'0 Superking	
er	EC1772099	Vendor Ref	V02698	
er		Manufacturer	Importas Ltd	Sales Informatio
an		Model	FRANCIS SK GREY FABRIC OTTOMAN - ELECTRIC LIFT	Seller B
ce		Vulnerable?	No	Sales .
ay	Anniversary Number	Delivery Address		Policy
ry	Last Anniversary	Different Delivery Address?	No	Previous I
elds				Lead S
ef	888H433122/1-BEDS1PLUS7-20210202			
Jo				
el	BEDS1PLUS7			
er				
ty				

13 Click "Close"

ly Claim Review - ... Issues & Breaches -... Peer Review Checkli... TSG

Amy Stephenson

/02/2029	Policy Status	Active
	Policy Liability	RV
	Claim Liability	RV
	Claims Incurred	GBP 228.00 3

**CLOSE**



14

Bed Cover policies cover accidental damage for 5 years and manufacturing defects outside of the first 12 months.

Ten Year Guarantee policies only cover manufacturing defects.

Remember to check the "Fault Type"

External Ref No	888H433122/1	Claim Reference	
Cover Level	Dream Cover Structure Beds 2nd to 8th year warranty	Notification Date	23/10/24
Underwriter	Novus Underwriting	Order Date	
Reason For Claim	Furniture - Accidental Damage		

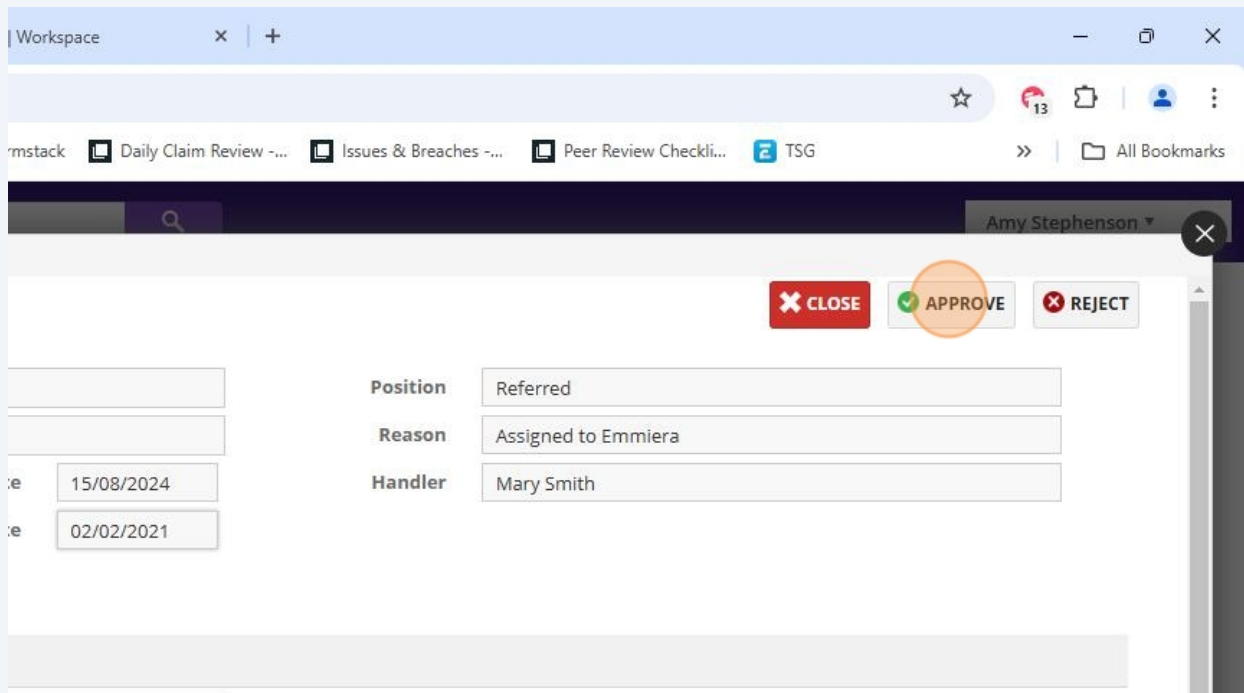
DETAILS		DOCUMENTS	
Fault Category	Bed	Action	Non DT
Fault Type	Accidental Damage		
Fault Detail	Electrics		
Fault Description	Date Fault Noticed: 15/08/2024 Fault Description: I need a replacement of remote as i can't pair it up with the bed. When I got this remote i could not be able to pair it up even when technician came he couldn't. He said he'll order one. Still haven't received one. As i tried again and again now		

15

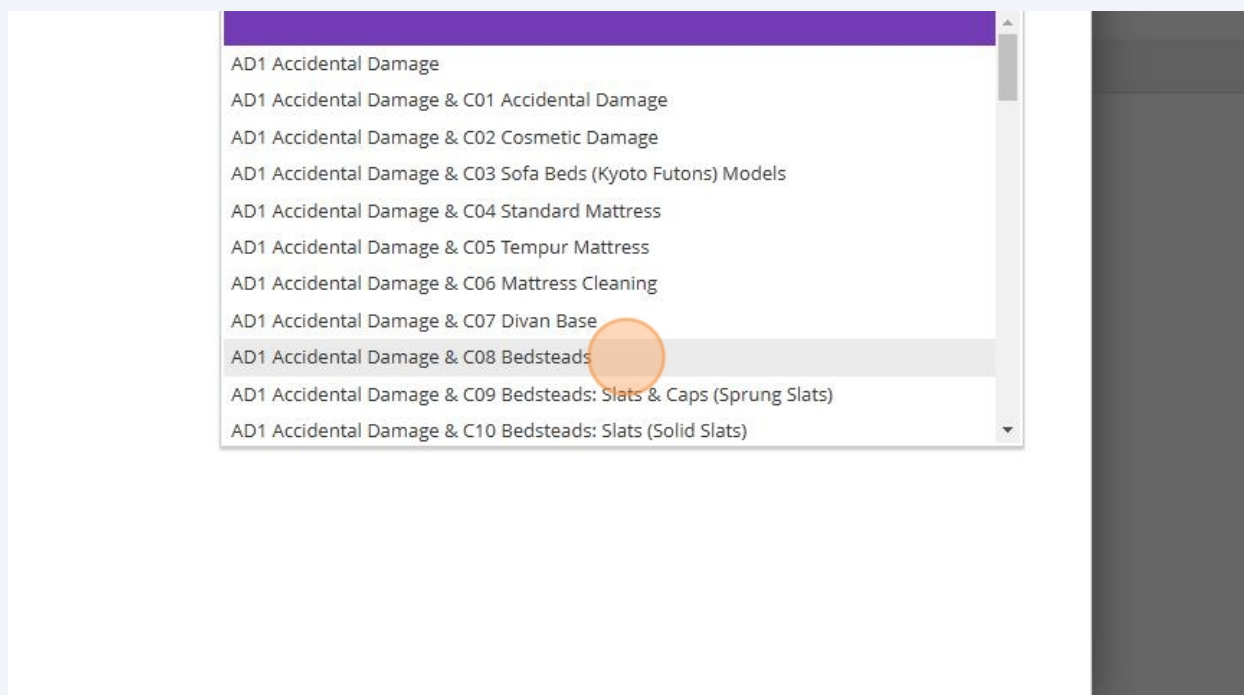
Then check the delivery date to make sure they are still covered.

Reference	FNOL037490	Position	Referred
Reference		Reason	Assigned to Emmiera
Notification Date	23/10/2024	Incident Date	15/08/2024
Order Date		Delivery Date	02/02/2021
Action	Non DTA Process		

16 to raise the claim, click "Approve"



17 Select your fault code from the drop down list



## 18 Click "Approve"

PowerBI Vulnerable Custome... Overtime - Formstack Daily Claim Review -... Issues & Breaches -... Peer Review Checkli... TS

Referred  
Assigned to Emmiera  
Mary Smith

✓ APPROVE ✗ CLOSE

EC1772099 - 888H433122/1 - Dream Cover Structure Beds 2nd to 8th year w. AD1 Accidental Damage & C08 Bedsteads

Claim Reference	FNOL Reference	Notification Date	Incident Date	Reason	Status	Position
447480	FNOL037490	23/10/2024	15/08/2024	Assigned to	Open	Referred

## 19 Make sure you read this pop up and log any vulnerabilities that are reported.

Claim Reference 447480 Status Open  
FNOL Reference FNOL037490 Position Referred  
Notification Date 23/10/2024 Incident Date 15/08/2024 Reason Assigned to Mary Smith

✗ CLOSE

Created: 23/10/2024 17:31 Author: Service Process

Note: Is there anything else you wish to tell us about your claim?: I really need a replacement of this remote and also please send a technician to help me pair it up with the bed. We couldn't be able to use the ottoman as the remote is faulty.  
Do you agree with the above declaration?: Yes  
Declaration Date: 23/10/2024

Claim Reference	FNOL Reference	Notification Date	Incident Date	Reason	Status	Position
447480	FNOL037490	23/10/2024	15/08/2024	Assigned to	Open	Referred

20 Change the handler to your name.

SAVE SAVE AND CLOSE CLOSE PRINT EMAIL

Status: Open  
Position: Referred  
Reason: Assigned to Emmiera  
Handler: Mary Smith

Date: 15/08/2024  
Date: 02/02/2021

Next Appointment Date

Maximum Liability: RV  
Claim Value: £ 276.00  
Claim #: Unlimited  
Claims Incurred: 3  
Repair Excess: £ 0.00

21 Click "Notes"

ims on Policy.

Mrs Saranyaa Krishnashankar  
433122/1  
Dream Cover Structure Beds 2nd to 8th year warranty  
Underwriting

Claim Reference: 447480  
FNOL Reference: FNOL037490  
Notification Date: 23/10/2024  
Incident Date: 15/10/2024  
Order Date:   
Delivery Date: 02/11/2024

NOTES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS TASKS DOCUMENTS HISTORY API

Repair  
Action: Non DTA Process  
Fraud Check Complete: No  
Specific Requests / Directions

Fault Noticed: 15/08/2024  
Description:  
I had a replacement of remote as i can't pair it up with the original one. When I got this remote i could not be able to pair it up with the original one when technician came he couldn't. He said he'll order a new remote. I still haven't received one. As i tried again and again now

## 22 Click "Add"

	<b>Status</b>	Open
	<b>Position</b>	Referred
Date	<b>Reason</b>	Assigned to Emmiera
Date	<b>Handler</b>	Amy Stephenson
	<b>Next Appointment Date</b>	

**+ ADD** **DELETE**

**NOTE**

Is there anything else you wish to tell us about your claim?: I really need a replacement of this remote and also please send a technician to help me pair it up with the bed. We couldn't be able to use the ottoman as the remote is faulty. Do you agree with the above declaration?: Yes Declaration Date: 23/10/2024

## 23 Leave your note then press "Add and close"

Claim Reference 447480

Status Open

Position Referred

Reason Assigned to Emmiera

Handler Amy Stephenson

Next Appointment Date

**ADD** **ADD AND CLOSE** **CLOSE**

**New Claim Note**

Date 28/10/2024

Author Amy Stephenson

Claim Note Type

FNOL - Passed to Emmiera.

Is there anything else you wish to tell us about your claim?: I really need a replacement of this remote and also please send a technician to help me pair it up with the bed. We couldn't be able to use the ottoman as the remote is faulty. Do you agree with the above declaration?: Yes Declaration Date: 23/10/2024

## 24 Click "Save and close"

The screenshot shows a web browser window with a workspace titled "Workspace". The browser's address bar shows "rmstack" and several open tabs: "Daily Claim Review -...", "Issues & Breaches -...", "Peer Review Checkli...", and "TSG". The user's name "Amy Stephenson" is visible in the top right corner. The main content area displays a form with several fields and buttons. The buttons are: "SAVE" (green), "SAVE AND CLOSE" (green, highlighted with an orange circle), "CLOSE" (red), "PRINT" (grey), and "EMAIL" (grey). Below the buttons is a yellow horizontal bar. The form fields include: "Status" (Open), "Position" (Referred), "Reason" (Assigned to Emmiera), "Handler" (Amy Stephenson), and "Next Appointment Date" (empty). There are also date pickers for "15/08/2024" and "02/02/2021".

## 25 Note the Dreams system

The screenshot shows a table with the following columns: "Activity Reason", "Voucher Amount", "Voucher Number", "Allowance Amount", and "Comments". The table contains several rows of data, with the "Comments" column highlighted in yellow. An orange circle is drawn around the "remote control not working passed to Emmeria" comment.

Activity Reason	Voucher Amount	Voucher Number	Allowance Amount	Comments
Address/Contact deta...				Cust called, drop fluid on bed and matt, she was going to make a claim but found out she is only entitled to will sorted it. But moving end of month to 15 Estcourt Road, Gloucester, GL1 3LU. Gave num for MBG just in
Defective Adjustables				customer has called bed shorting out now working sending a link mb/g
Defective Mattress				Ticket ID: 243228 new remote not working ,will need to make Bc claim
Order Confirmation				crm called to chase update for claim , nothing on vcs and so i have given crm contact number for MBG
Defective Bedstead / ...				remote control not working passed to Emmeria
Defective Bedstead/Ki...				

At the bottom of the screen, there is a navigation bar with buttons for "Create New", "Functions", and "VCS Log". The system name "DREAMS-LTD\AS1..." and the date "28/10/24" are also visible. The Windows taskbar at the bottom shows the time "14:14" and the date "28/10/2024".