

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 curves through a lush green forest with tall trees. The background is a solid dark blue color.

**MB&G** INSURANCE

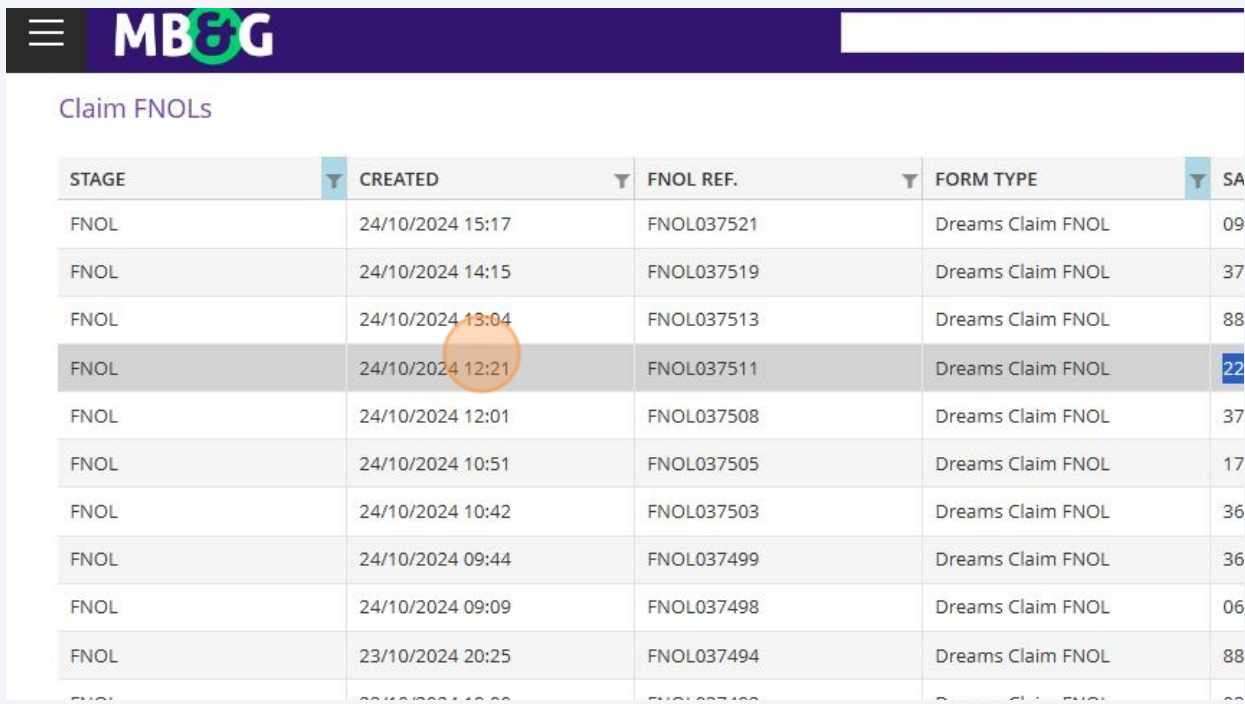
# Dreams

Rejecting An FNOL

31.10.24

# Rejecting an FNOL

1 Double-click to open the claim



Claim FNOLs

STAGE	CREATED	FNOL REF.	FORM TYPE	SA
FNOL	24/10/2024 15:17	FNOL037521	Dreams Claim FNOL	09
FNOL	24/10/2024 14:15	FNOL037519	Dreams Claim FNOL	37
FNOL	24/10/2024 13:04	FNOL037513	Dreams Claim FNOL	88
FNOL	24/10/2024 12:21	FNOL037511	Dreams Claim FNOL	22
FNOL	24/10/2024 12:01	FNOL037508	Dreams Claim FNOL	37
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 20:25	FNOL037494	Dreams Claim FNOL	88
FNOL	23/10/2024 16:00	FNOL037488	Dreams Claim FNOL	00

## 2 Copy your order number

mbandg.evoclaim.com/Claim/FNOLs

Login | Five9 | EvoSuite - Login | Dreams | Service Power | Homeserve Job Syst... | Bright HR | PowerBI | Vulne

### Claim

#### Claim FNOL

Policy Holder	<input type="text"/>	FNOL Reference	<input type="text"/> FN
External Ref No	224A012573/1	Claim Reference	<input type="text"/>
Cover Level	<input type="text"/> Dream Cover Structure Beds 2nd to 8th year warranty	Notification Date	24/10/2
Underwriter	UK General	Order Date	<input type="text"/>
Reason For Claim	<input type="text"/> Furniture - Accidental Damage		

DETAILS DOCUMENTS

Fault Category	Mattress	Action	DTA Pr
Fault Type	Accidental Damage		

## 3 Validate your policy using the Dreams system.

Back To Back Orde...	Back To Back Line ...	A1 Reallocation	Collection Branch Stock Location ...	Auto Pay a...	Warranty Description	Warranty Item No.	MTM	Route No.	Postcode	Descri
		0						EN	EN3 6DU	251-C
		0						EN	EN3 6DU	Store
		0						EN	EN3 6DU	Sleep
		0						EN	EN3 6DU	Sleep
		0						EN	EN3 6DU	Hyde
		0						EN	EN3 6DU	Asser
		0	TP01					EN	EN3 6DU	DOZE
		0						EN	EN3 6DU	Bed C
		0			160719_133554 BED HI 8	251-00274		EN	EN3 6DU	Bed C
		0				161-00106		EN	EN3 6DU	Bed C
								EN	EN3 6DU	Free l
								EN	EN3 6DU	DOZE
								EN	EN3 6DU	255-C
								EN	EN3 6DU	Sleep
								EN	EN3 6DU	Sleep

No. - Find

Find What . . . . . 224A012573

Match . . . . .  Whole Field  
 Beginning of Field  
 Any Part of Field

Match Case . . . . .

Use the Best Key . . . . .

Find As You Type . . . . .

Find First

Find Next

Find Previous

Go Back

Close

Replace...

Help

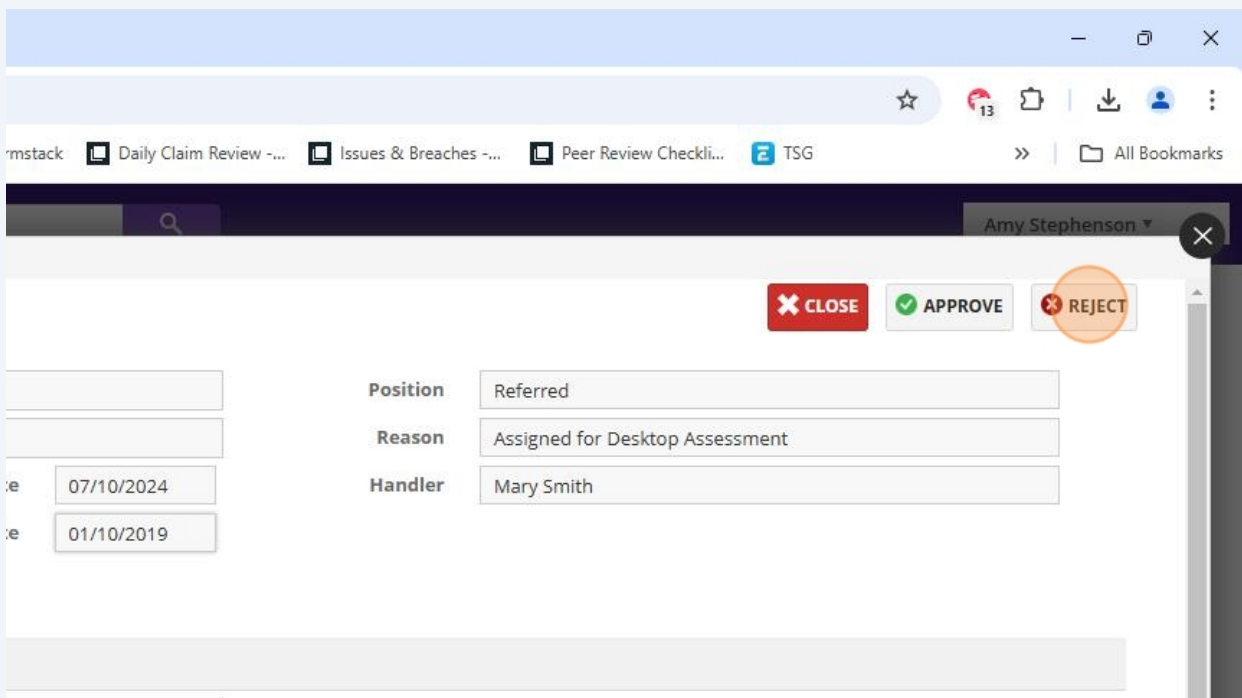
Delivery Status. Waiting

YCS

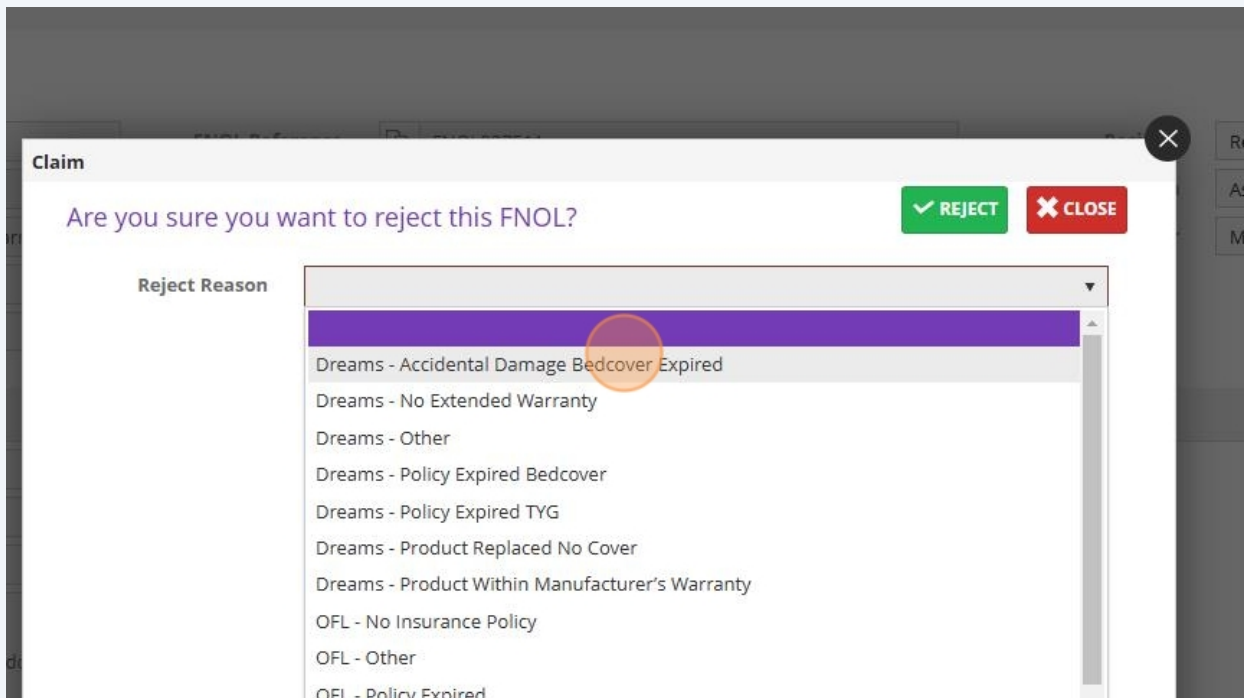
No.: 224

4 There are a number of reasons to reject a claim at the FNOL stage. These include:

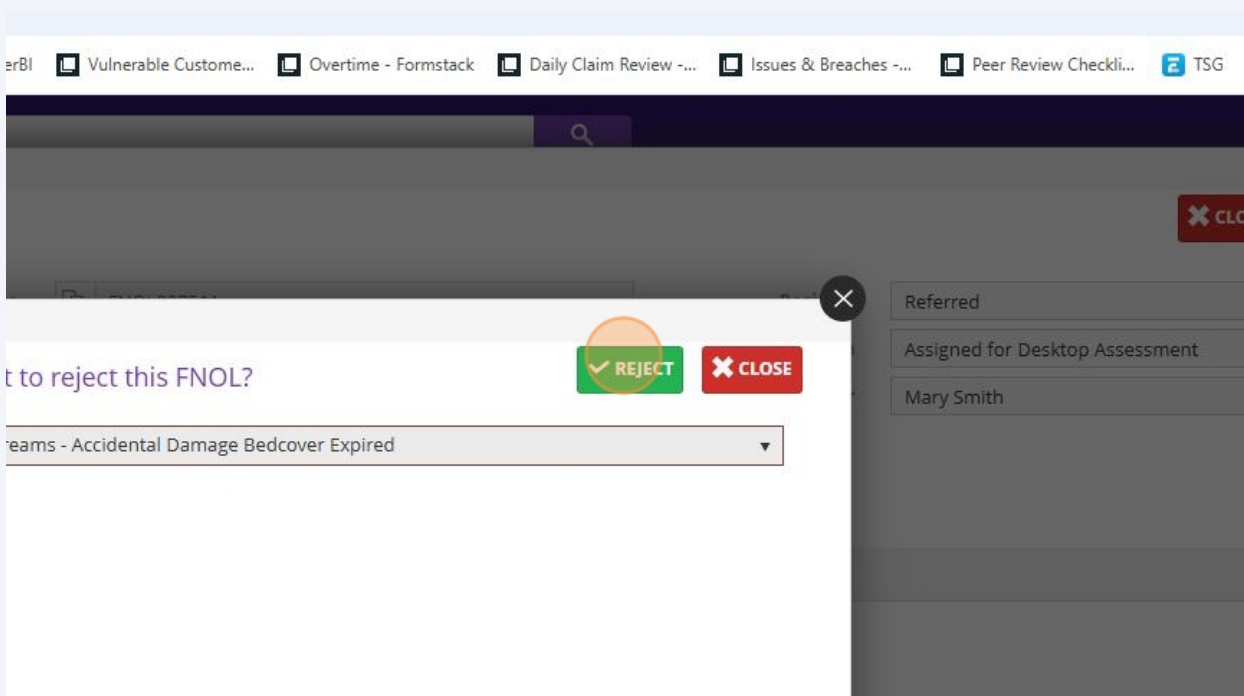
1. Accidental damage cover has expired (5 years on Bed Cover policies)
2. The customer has not purchased a bed cover policy
3. The policy has expired
4. The customer has had a replacement item under their original policy and has not purchased another one.
5. The customer is claiming for a manufacturing defect within the first 12 months.



5 Select the relevant rejection reason from the drop down



6 Click "Reject"



# 7

## Leave a note in the Dreams system

	Activity Reason	Voucher Amount	Voucher Number	Allowance Amount	Comments
G	Defective Adjustables				cmr called to say App not working. adv we are aware of problem & it is being worked on. Cmr als working so sent link to MB&G for them to make a claim
Close ...	Defective Adjustables				store call with cust, cust reporting fault with bed, gave cust mbg tel no. as cust already has claim
y/Repair	Defective Bedstead / ...				bed not adjusting passed to Emmeria
y/Repair	Defective TV Bed				report shows manufacturing fault, replacement request passed to TYG
Log o...	Progress Chase				BC CLAIM: Email sent offering 800i as L4L or £1,099.00 to reselect bed.
Close ↑	Defective Mattress				

[Create New](#)
[Functions](#)
[VCS Log](#)

DREAMS-LTD\AS1... 28/10/24