

An aerial, top-down view of a multi-lane highway interchange. The road is light grey with yellow lane markings. Numerous cars of various colors (red, blue, white, black, yellow) are visible on the road. The highway is surrounded by lush green trees and vegetation. The background is a solid dark blue color.

MB&G INSURANCE

Dreams

Report Assessment – Replacement

31.10.24

Report Assessment - Replacement

1 Click "DOCUMENTS"

	Claim Reference	445444	Status		
	FNOL Reference	FNOL036834	Position		
Beds 2nd to 8th year warrar	Notification Date	08/10/2024	Incident Date	01/07/2024	Reason
	Order Date		Delivery Date	24/10/2017	Handler
					Next Appointment Date

TS	ESTIMATE LABOUR	PAYMENTS	NOTES	TASKS	DOCUMENTS	HISTORY	API
				Repair			
				Action	Non DTA Process		Maximum Liability
				Fraud Check Complete	No		Claims Incurred
				Specific Requests / Directions			Repair Excess
							Claim Fee
							Current Reserve
							Total Paid

2 Click "Open" on the report

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS

+ ADD DELETE EXPORT ADD TE

Sender Category

Search R

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME	CREATED	CREATED BY
<input type="checkbox"/>	Open	Report - 3439007	Report - 3439007.pdf	23/10/2024 19:52	Service Process
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Assessing Claim	MB&G Insurance - Your Dreams Claim - Assessing Claim.eitremi	09/10/2024 13:18	Aimee Scott
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Appointment Requested	MB&G Insurance - Your Dreams Claim - Appointment Requested.eitremi	09/10/2024 13:16	Aimee Scott
<input type="checkbox"/>	Open	Distant Image Of Damage	Distant Image Of Damage.jpg	08/10/2024 11:48	Service Process
<input type="checkbox"/>	Open	Declaration	Declaration.pdf	08/10/2024 11:48	Service Process

3 Use the information in the "issues found" section of the report to determine the outcome of the claim

ISSUES FOUND

ISSUE 1

ITEM: BED

ISSUE CODE: VALID WARRANTY CLAIM

SUB CODE: ELECTRICAL ISSUE

TECHNICIAN'S FINDINGS:

The bed will not raise as the remote is falling apart. The connections are damaged and the plastic casing

LIABILITY EXPLANATION:

This is warranty claim covered

ACTION TAKEN:

I have inspected and there is power to the bed this will require a new hand set

FAULT OUTCOME:

PARTS REQUIRED - CUSTOMER HAPPY TO PROCEED

REPORT CONCLUSION:

Customer is awaiting further contact from the retailer in regards to what action will be taken.

4 Search the name of the product in your parts availability spreadsheet.

If the item is discontinued, it will need to be replaced.

Francis Electric lift

	B	C	D	E
Flaxby		Drawers not available	Other parts available	
Utah Triple Bunk			Discontinued	Full replacement
Ohio Futon Bunk			Discontinued	Full replacement
Vivaldi			No parts	Full replacement
Angel			No parts	Full replacement
Barcelona			No parts	Full replacement
Danbury K Grey Tweed (Solid Slats)			no parts	full replacement
Dawson ottoman sound bed		Current all parts available		
carlton ottoman		no parts	no parts	full replacement
cole sound bed		no parts with dreams or importas	no parts	full replacement
Cruz			No parts	Full replacement
Ellis		Discontinued		
Francis Electric lift		No parts		Full replacement
		control boxes, motors not available, need to order box numbers TYG control box available from		
			Discontinued	Full replacement
			Discontinued	full replacement
			ONLY	
		Scissor arms not available has spares, order box 3 from TYG. Light fixtures		

Find and Replace

Find what:

Options >>

Find All Find Next Close

5 Click "DETAILS"

Policy Holder

External Ref No

Cover Level

Underwriter

Vulnerable?

Claim Reference

FNOL Reference

Notification Date Incl

Order Date Del

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HIST

+ ADD DELETED EXPORT + ADD TEMPLATE DC

Sender Category

Search Reset Search

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME	CREATED	CREATED BY	SENDER
<input type="checkbox"/>	Open	Report - 3439007	Report - 3439007.pdf	23/10/2024 19:52	Service Process	

6 Match the "Cause" to the fault description

Fault Category	Bed	Repair	
Fault Type	Manufacturing Defect	Action	Non DTA Process
Fault Detail	Electrics	Fraud Check Complete	No
Fault Description	My daughters bed is an electric lift the remote control has stop working .		Specific Requests / Directions
Cause			
Cause Description	I HAVE INSPECTED AND THERE IS POWER TO THE BED THIS WILL REQUIRE A NEW HAND SET		
Emmiera Instruction Code	AD1 Accidental Damage & C08 Bedsteads		
Emmiera Instruction	AD1: Accident Damage is covered. C08 Bedsteads: Please confirm in report that the customer periodically tightens fixings as per care instructions, please note that small parts such as control fixings and decorative buttons		

7 Set the repair as "furniture replacement"

Fraud Check Complete	Appliance Product Recall	Claims Incurred	£
Specific Requests / Directions	Appliance Repair	Repair Excess	£
	Appliance Settlement	Claim Fee	£
	Breakdown No Action	Current Reserve	£
	Cancellation	Total Paid	£
	Cycle Repair	Grand Total	£
	Cycle Replacement		
	Cycle Replacement & Cycle Repair		
	Furniture Repair		
	Furniture Replacement		
	Gadgets Repair		

8 Click "ESTIMATES"

Claim

Policy Holder	<input type="text" value="Mrs F Serra"/>	Claim Reference	<input type="text" value="445444"/>
External Ref No	<input type="text" value="120A013859/1"/>	FNOL Reference	<input type="text" value="FNOL03683"/>
Cover Level	<input type="text" value="Dream Cover Structure Beds 2nd to 8th year warrar"/>	Notification Date	<input type="text" value="08/10/2024"/>
Underwriter	<input type="text" value="UK General"/>	Order Date	<input type="text"/>
Vulnerable?	<input type="text" value="No"/>		

DETAILS PARTIES **ESTIMATES** ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS

Fault Category	<input type="text" value="Bed"/>	Repair	<input type="text" value="Furniture Replac"/>
Fault Type	<input type="text" value="Manufacturing Defect"/>	Action	<input type="text" value="Non DTA Process"/>
Fault Detail	<input type="text" value="Electrics"/>	Fraud Check Complete	<input type="text" value="No"/>
Fault Description	<input type="text" value="My daughters bed is an electric lift the remote control has stop working."/>	Specific Requests / Directions	<input type="text"/>

9 Make sure the Emmiera estimate matches the cost given on the report.

Next Appointment Date

E LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

Y	PAYEE(S)	Y	ESTIMATE NO.	Y	JOB NUMBER	Y	DESCRIPTION	Y	ESTIMATE	Y	P
	erve		EN198950		445444		inspection		£ 48.00		

10 Go to cover level

Edit Claim

Claim

Policy Holder	<input type="text" value="Mrs F Serra"/>	Claim Reference	<input type="text" value="445444"/>
External Ref No	<input type="text" value="120A013859/1"/>	FNOL Reference	<input type="text" value="FNOL03683"/>
Cover Level	<input type="text" value="Dream Cover Structure Beds 2nd to 8th year warrar"/>	Notification Date	<input type="text" value="08/10/2024"/>
Underwriter	<input type="text" value="UK General"/>	Order Date	<input type="text"/>
Vulnerable?	<input type="text" value="No"/>		

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENT

CREDIT?	TYPE	PARTY	PAYEE(S)	ESTIMATE NO.
	Dreams Default	Emmiera Group (formally Homeserve)		FN198950

11 Copy the cost of the product

Policy Status	Active
Policy Liability	RV
Claim Liability	RV
Claims Incurred	GBP 48.00 1

Retail Value	GBP 699.00
Repair Excess	£0
DMLR	GBP 60.00
DHLR	GBP 60.00

Sales Information

Seller Branch	
Sales Agent	
Policy Type	

12 Click "close"

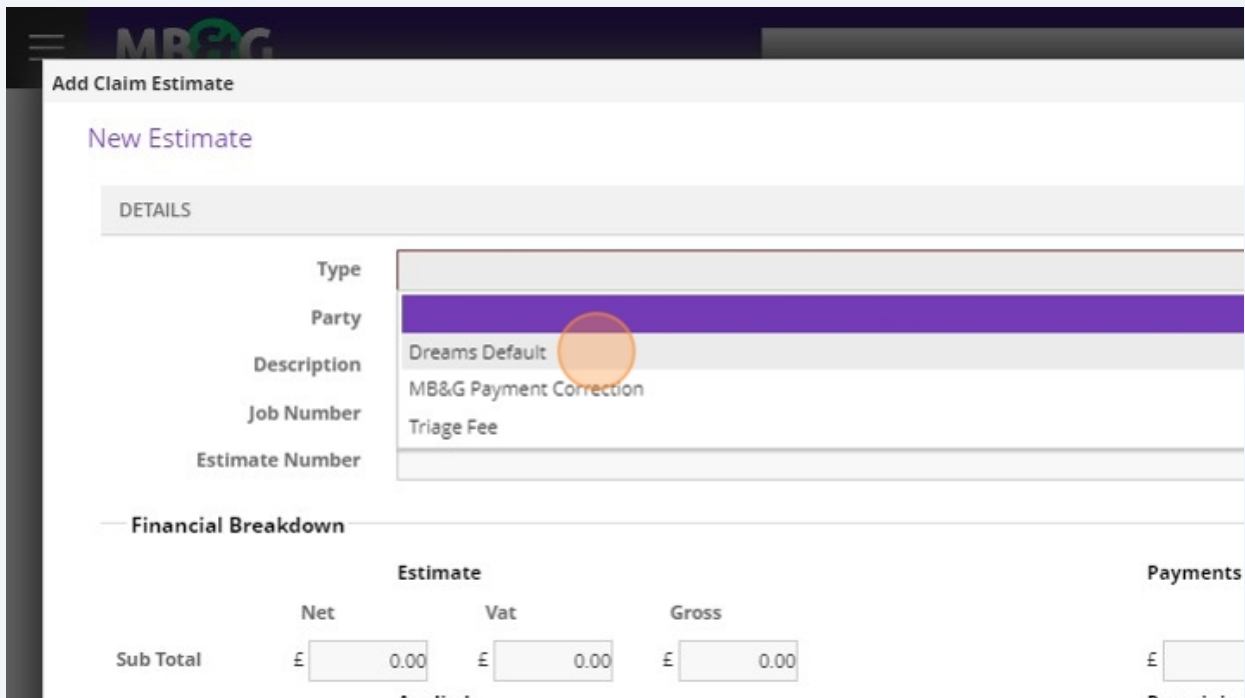
A screenshot of a web application interface showing a policy details form. The form includes fields for Expiry Date (23/10/2025), Policy Status (Active), Policy Liability (RV), Claim Liability (RV), and Claims Incurred (GBP 48.00, 1). Below this, there are fields for Retail Value (GBP 699.00), Repair Excess (£0), DMLR (GBP 60.00), and DHLR (GBP 60.00). A red 'CLOSE' button with a white 'X' icon is highlighted with an orange circle in the top right corner of the form area.

13 Click "ADD" in the estimates tab

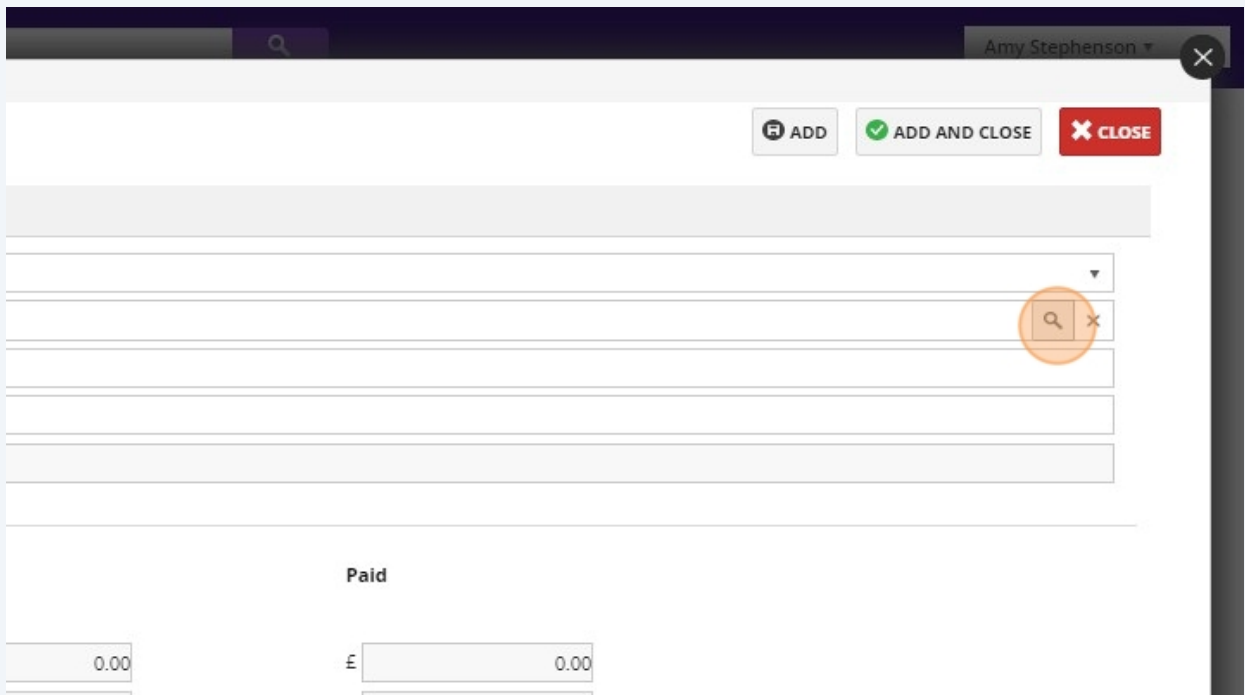
A screenshot of a web application interface showing an estimates tab. The top section contains fields for Status (Open), Position (Referred), Reason (Assigned to Emmiera), Handler (Stuart Horne), Incident Date (01/07/2024), Delivery Date (24/10/2017), and Next Appointment Date (23/10/2024). Below this is a navigation bar with 'HISTORY' and 'API' tabs. A row of action buttons includes '+ ADD', 'DELETE', 'EXPORT', and '+ ADD CREDIT NOTE'. The '+ ADD' button is highlighted with an orange circle. Below the buttons is a table with columns: JOB NUMBER, DESCRIPTION, ESTIMATE, PAID, OUTSTANDING, and PEND.

JOB NUMBER	DESCRIPTION	ESTIMATE	PAID	OUTSTANDING	PEND
445444	inspection	£ 48.00	£ 0.00	£ 48.00	

14 Select "Dreams" as your estimate type



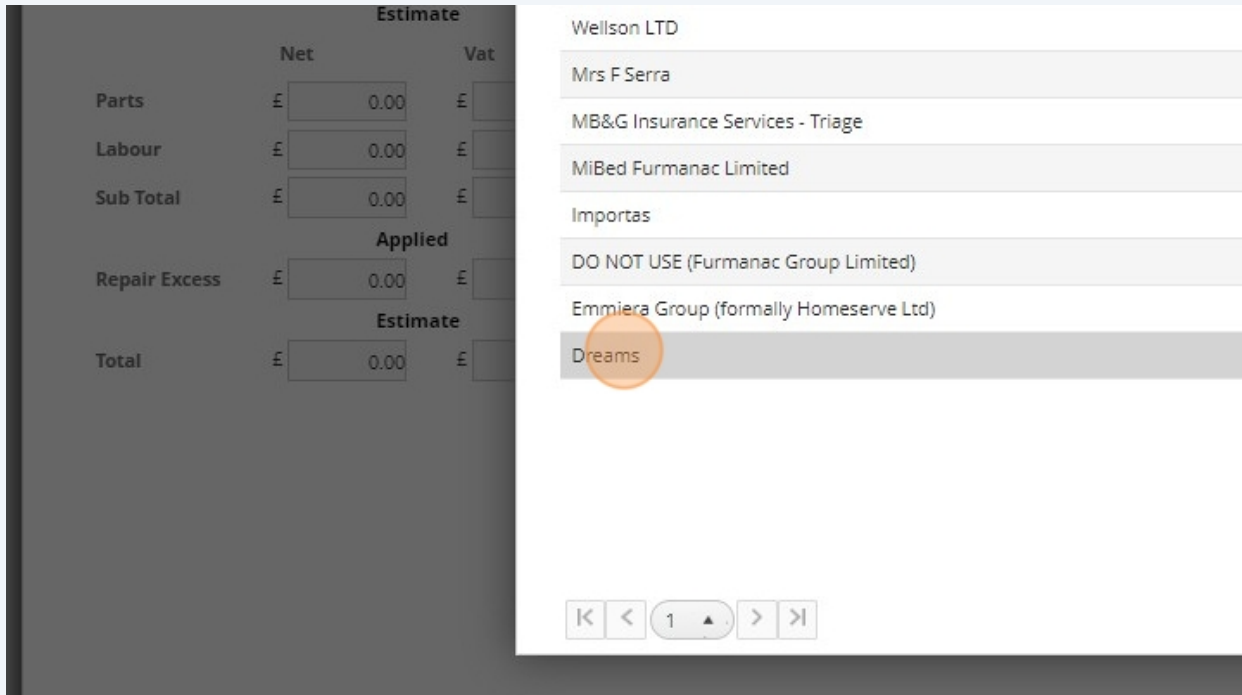
15 Click the magnifying glass



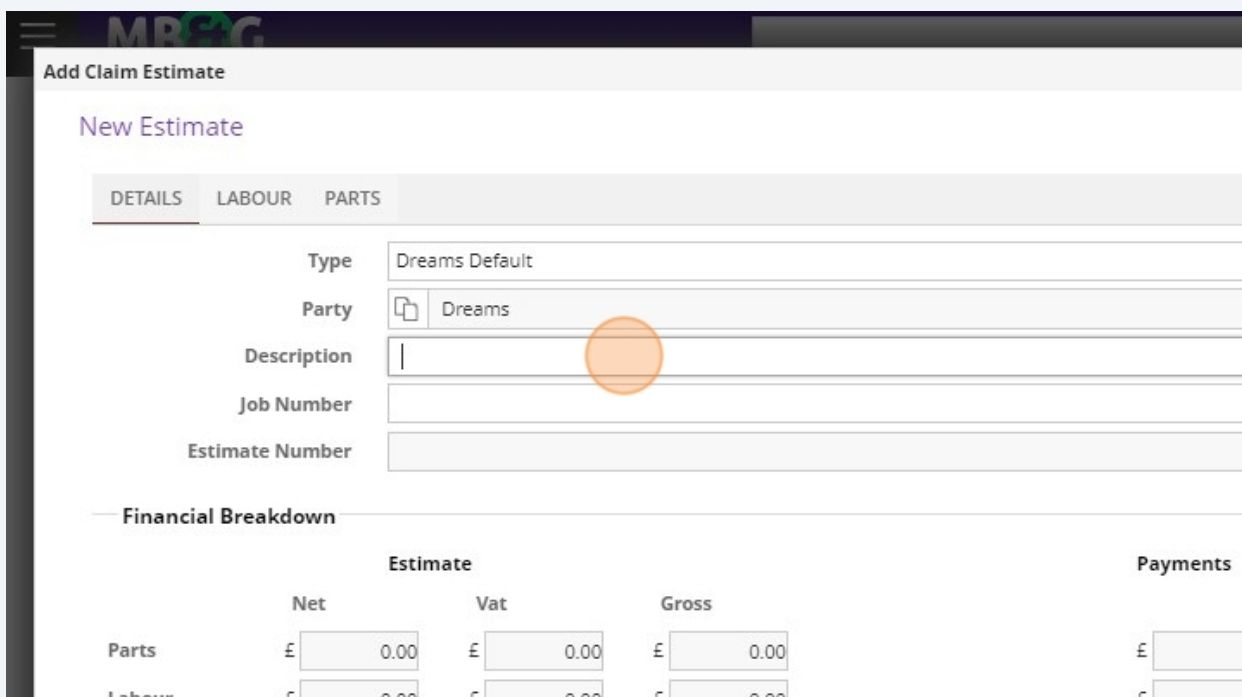
16 Double-click "Dreams" to set it as the estimate party.

All Dreams replacements will have Dreams as the estimate party except if the product is a Furmanac product.

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



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



18 Click "PARTS"

The screenshot shows a web application interface for adding a claim estimate. At the top, there is a header with the logo 'MRG' and a search bar. Below the header, the main title is 'Add Claim Estimate'. Underneath, there is a sub-section 'New Estimate'. A horizontal tab bar contains three tabs: 'DETAILS', 'LABOUR', and 'PARTS'. The 'PARTS' tab is selected and highlighted with an orange circle. Below the tabs, there are several form fields: 'Type' (Dreams Default), 'Party' (Dreams), 'Description' (DRE), 'Job Number' (DRE), and 'Estimate Number' (empty). Below these fields is a section titled 'Financial Breakdown'. It contains a table with columns for 'Estimate' (Net, Vat, Gross) and 'Payments'. The 'Parts' row shows values of £ 0.00 for each of these columns.

Parts	Estimate			Payments
	Net	Vat	Gross	
	£ 0.00	£ 0.00	£ 0.00	£

19 Click "ADD"

The screenshot shows the same web application interface as in the previous step, but now the 'DETAILS' tab is selected. At the top right, there is a user profile for 'Amy Stephenson' with a close button. Below the header, there are three buttons: 'ADD', 'ADD AND CLOSE', and 'CLOSE'. Below these buttons, there is a table with three columns: 'ADD', 'DELETE', and 'AMEND'. The 'ADD' button is highlighted with an orange circle. Below the table, there is a table with columns: 'QUANTITY', 'PRICE', 'NET', 'VAT', and 'GROSS'. The table is currently empty.

QUANTITY	PRICE	NET	VAT	GROSS
----------	-------	-----	-----	-------

20 Click "Manufacturer"

The screenshot shows a dialog box titled "Add Claim Estimate Part" with a close button (X) in the top right corner. Below the title bar, there are three buttons: "ADD", "ADD AND CLOSE" (with a green checkmark), and "CLOSE" (with a red X). The main content area is titled "New Claim Estimate Part". It contains several fields: "Supplier" is a dropdown menu with "Manufacturer" selected; "Description" is a text field with a purple highlight; "Quantity" is a text field; "Unit Price" is a text field; "Net Total" is a text field showing "£ 0.00"; "VAT Date" is a date field showing "25/10/2024"; "VAT Rate" is a dropdown menu showing "Standard (20.0000)"; "VAT Total" is a text field showing "£ 0.00"; and "Gross Total" is a text field showing "£ 0.00". An orange circle highlights the "Manufacturer" option in the "Supplier" dropdown menu.

21 Type "Replacement" into the description field

The screenshot shows the same "Add Claim Estimate Part" dialog box. The "Supplier" dropdown menu now shows "Manufacturer" selected. The "Description" text field is empty and has a cursor at the end. The "Quantity" field is empty. The "Unit Price" field is empty. The "Net Total" field shows "£ 0.00". The "VAT Date" field shows "25/10/2024". The "VAT Rate" dropdown menu shows "Standard (20.0000)". The "VAT Total" field shows "£ 0.00". The "Gross Total" field is partially visible and shows "£ 0.00". An orange circle highlights the "Description" text field.

22 Paste the cost into the unit price field

The screenshot shows a 'New Claim Estimate Part' form. The fields are as follows:

Supplier	Manufacturer
Description	Replacement
Quantity	1
Unit Price	£ 699.00
Net Total	£ 699.00
VAT Date	25/10/2024
VAT Rate	Standard (20.0000)
VAT Total	£ 139.80

An orange circle highlights the 'Unit Price' field. At the top right of the form, there are three buttons: 'ADD', 'ADD AND CLOSE', and 'CLOSE'. A close button (X) is also visible in the top right corner of the window.

23 Click "ADD AND CLOSE"

This screenshot is identical to the previous one, but with an orange circle highlighting the 'ADD AND CLOSE' button at the top of the form. The form fields and values remain the same.

24 Click "DOCUMENTS"

eds 2nd to 8th year warrar

Claim Reference	445444	Status
FNOL Reference	FNOL036834	Position
Notification Date	08/10/2024	Incident Date
		01/07/2024
Order Date		Delivery Date
		24/10/2017
		Next Appointment Date

ESTIMATE LABOUR PAYMENTS NOTES TASKS **DOCUMENTS** HISTORY API

TY	PAYEE(S)	ESTIMATE NO.	JOB NUMBER	DESCRIPTION	ESTIMATE
miera Group mally Homeserve		EN198950	445444	inspection	£ 4
ams		EN201896	DRE	DRE	£ 83

25 Click this checkbox.

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS

+ ADD DELETE EXPORT + ADD TE

Sender Category

Search

	OPEN	DESCRIPTION	FILE NAME	CREATED	CREATED BY
<input checked="" type="checkbox"/>	Open	Report - 3439007	Report - 3439007.pdf	23/10/2024 19:52	Service Process
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Assessing Claim	MB&G Insurance - Your Dreams Claim - Assessing Claim.eitremI	09/10/2024 13:18	Aimee Scott
<input type="checkbox"/>	Open	MB&G Insurance - Your Dreams Claim - Appointment Requested	MB&G Insurance - Your Dreams Claim - Appointment Requested.eitremI	09/10/2024 13:16	Aimee Scott
<input type="checkbox"/>	Open	Distant Image Of Damage	Distant Image Of Damage.jpg	08/10/2024 11:48	Service Process
<input type="checkbox"/>	Open	Declaration	Declaration.pdf	08/10/2024 11:48	Service Process

26 Click "Email/forward"

Status: Open
 Position: Referred
 Reason: Assigned to Emmiera
 Handler: Stuart Horne
 Next Appointment Date: 23/10/2024
 Incident Date: 01/07/2024
 Delivery Date: 24/10/2017

HISTORY API

LATE DOCUMENT | VIEW MESSAGE | EMAIL CLAIMS FILES (.PDF) | EMAIL CLAIMS FILES (.ZIP) | **EMAIL / FORWARD**

Description:

et Search

SENDER	RECEIVED	ATTACHMENT	EMAIL SUBJECT	CATEGORY
dreams@mbginsurance....	09/10/2024 13:18	<input type="checkbox"/>	MB&G Insurance - Your Dreams Claim - Assessing	Email Inbound

27 Double-click "Dreams - TYG Parts/Product Replacement Request Form - Non Workflow"

FILE NAME	
Report - 3439007.p	Dreams - Parts Ordered - Delivery to Technician - Customer update
MB&G Insurance - Dreams Claim - Assessing	Dreams - Parts Received
MB&G Insurance - Dreams Claim - Appointment	Dreams - Product Under 12 Months - Referred to Dreams - Non Workflow
Distant Image Of D	Dreams - Rejection Reason
Declaration.pdf	Dreams - Rejection Reason - Postal Template
Clear Image Of Da	Dreams - Repair Complete
FNOL All Fields.pdf	Dreams - Replacement Item - No Inspection Needed
Customer Acknowledgement Email.eitrem	Dreams - TYG Parts/Product Replacement Request Form - Non Workflow
	FNOL Declaration
	FNOL Dreams Claim Form
	FNOL Submission Email
	Invoice DD Email Template
	Invoice Email Template
	MB&G Invoice Template

28 Add "TYGReplace@dreams.co.uk" to the forward to field

Use admin@mibed.co.uk if replacing Furmanac products

Send / Forward

Sender: Dreams@mbginsurance.com

Forward To:

CC:

Subject: Claim 445444 - F Serra - 120A013859/1

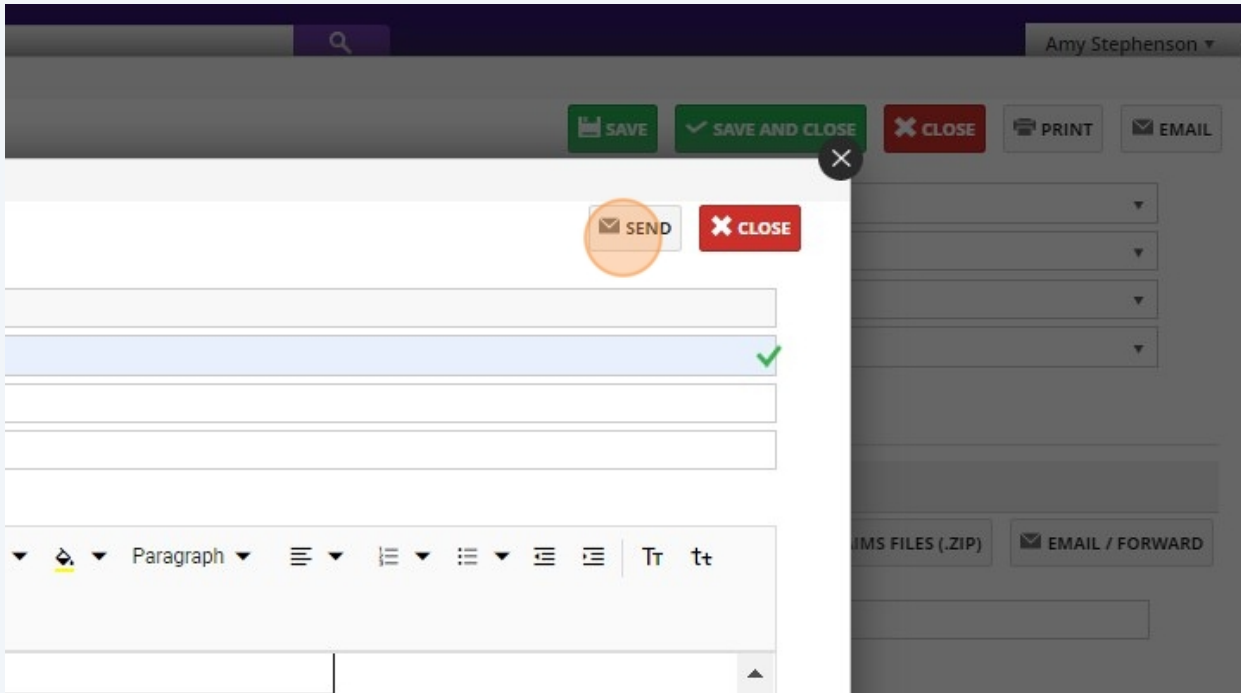
Attachments: Report - 3439007.pdf

29 Type "Replacement" into the "Parts / product required" field

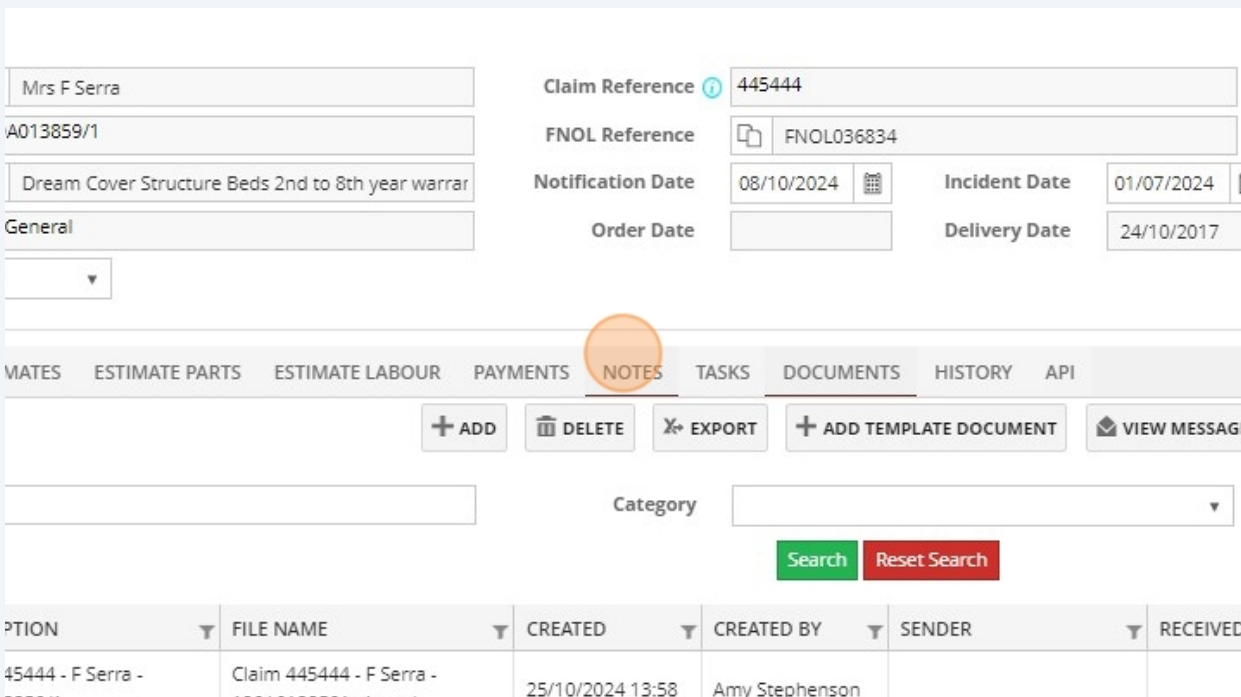
Home Tel Number	0/81/ 61520/
Mobile Tel Number	07817 615207
Email	florindaserra@yahoo.com

Original Product Description	FRANCIS 4' GREY FABRIC OTTOMAN - ELECTRIC LIFT Importas Ltd
Parts / Product Required	<input type="text"/>
Reason / Fault	Accidental Damage
Is product age > 5 Years	No
Specific Requests/Directions	Please contact customer to arrange delivery if applicable
Request by	Stuart Horne

30 Click "SEND"



31 Click "NOTES"



32 Click "ADD"

	Status	Open	
	Position	Referred	
Incident Date	01/07/2024	Reason	Assigned to Emmiera
Delivery Date	24/10/2017	Handler	Stuart Horne
	Next Appointment Date	23/10/2024	

HISTORY API

+ ADD **DELETE**

NOTE
Is there anything else you wish to tell us about your claim?: Do you agree with the above declaration?: Yes Declaration Date: 08/10/2024
unable to check dreams system - claim received - assigned to DTA
My daughters bed is an electric lift the remote control has stop working passed to Emmeria

33 Type your note then click "ADD AND CLOSE"

Order Date Delivery Date 24/10/2017 Handler Stuart Horne Next Appointment Date 23/10/2024

Add Claim Note

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

Date 25/10/2024

Author Amy Stephenson

Claim Note Type

Discontinued, no parts available - replacement requested.

34 Click "TASKS"

a

 ver Structure Beds 2nd to 8th year warrar

Claim Reference
FNOL Reference
Notification Date
Order Date **Delivery Date**

Next A

ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES **TASKS** DOCUMENTS HISTORY API

Y	CREATED	Y	AUTHOR	Y	TYPE	Y	NOTE
	08/10/2024 11:48		Service Process				Is there anything else declaration?: Yes Dec
	09/10/2024 13:18		Aimee Scott				unable to check drea
	11/10/2024 11:27		Stuart Horne				My daughters bed is
	25/10/2024 13:59		Amy Stephenson				Discontinued, no par

35 Click this checkbox.

Order Date **Delivery Date** **Handler**
Next Appointment Date

ESTIMATE LABOUR PAYMENTS NOTES **TASKS** DOCUMENTS HISTORY API

Y	DUE DATE	Y	COMPLETED?	Y	TYPE
	23/10/2024 19:52		<input type="checkbox"/>		Homeserve Update
	09/10/2024 13:18		<input checked="" type="checkbox"/>		Automated Task

36 Change the claim status to "Accepted"

The screenshot shows a software interface for managing claims. At the top right, the user's name 'Amy Stephenson' is displayed. Below this, there are several action buttons: 'SAVE', 'SAVE AND CLOSE', 'CLOSE', 'PRINT', and 'EMAIL'. The main form area contains fields for 'Incident Date' (01/07/2024), 'Delivery Date' (24/10/2017), 'Status' (Open), 'Position' (Referred), 'Reason' (Accepted), and 'Handler'. A dropdown menu for 'Reason' is open, showing options: 'Accepted', 'Referred', 'Rejected', and 'Reopened'. Below the form, there are tabs for 'HISTORY' and 'API', and buttons for '+ ADD', 'DELETE', and 'EXPORT'. At the bottom, a table shows a list of tasks with columns 'COMPLETED?' and 'TYPE'. The table contains one row with a blue checkmark in the 'COMPLETED?' column and 'Automated Task' in the 'TYPE' column.

37 Change the claim reason to "Replacement requested"

The screenshot shows the same software interface as in step 36. The 'Reason' dropdown menu is open, and 'Replacement Requested' is now selected. The table below the form now has two rows. The first row is 'Automated Task' and the second row is 'Homeserve Update'. The 'COMPLETED?' column for the 'Homeserve Update' row has a blue checkmark. At the bottom right of the interface, there is a pagination indicator '1 - 2 of 2 items' and a refresh icon.

38 Change the handler to your name

A screenshot of a software interface showing a form with the following fields and values:

- Incident Date: 01/07/2024
- Delivery Date: 24/10/2017
- Status: Open
- Position: Accepted
- Reason: Replacement Requested
- Handler: Stuart Horne (highlighted with an orange circle)
- Next Appointment Date: 23/10/2024

Buttons at the top include SAVE, SAVE AND CLOSE, CLOSE, PRINT, and EMAIL. Below the form are tabs for HISTORY and API, and buttons for ADD, DELETE, and EXPORT. A table at the bottom shows a single row with columns for COMPLETED? and TYPE, containing the value Automated Task.

39 Click "SAVE AND CLOSE" and remember to leave your note on the Dreams system.

A screenshot of the same software interface as in step 38, but with the 'SAVE AND CLOSE' button highlighted with an orange circle. The form fields are now:

- Incident Date: 01/07/2024
- Delivery Date: 24/10/2017
- Status: Open
- Position: Accepted
- Reason: Replacement Requested
- Handler: Amy Stephenson
- Next Appointment Date: 23/10/2024

The 'SAVE AND CLOSE' button is highlighted with an orange circle. The rest of the interface, including the HISTORY and API tabs, ADD, DELETE, and EXPORT buttons, and the table with the Automated Task row, remains the same.