## **MBEG** INSURANCE

# **Dreams System**

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Policy Validation – SO or CSTYG That Is Not A Full Replacement

01.11.24

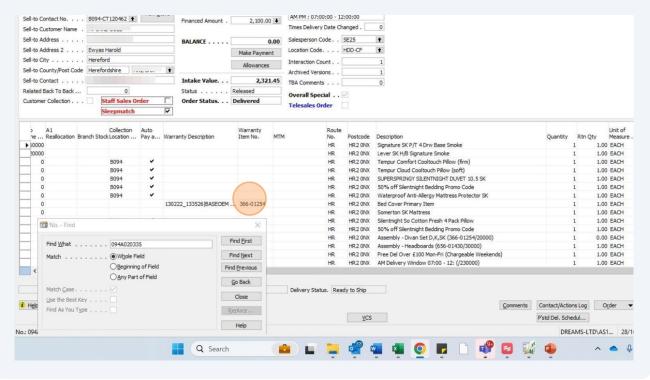
### Dreams System Process: Policy Validation -SO/CSTYG that is Not a Full Replacement

#### Find your policy.

1

The Bed Cover or Ten Year Guarantee policy will be listed as an item. If it is not listed on this page then it was not purchased.

If the customer has multiple items on the order but only has one policy, you can click the "Warranty Item Number" to see which item the cover has been applied to.



#### **2** Go to the "Customer Service" tab

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If there is an SO or a CSTYG in the "Replaced by Order No" box, this implies the customer has either had replacement parts or a full replacement.

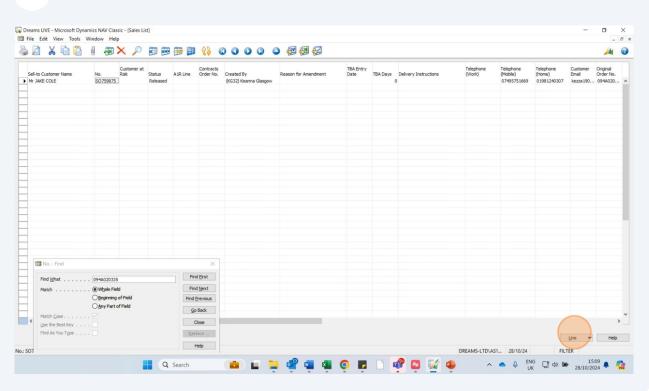
To validate the policy, you need to check each SO/CSTYG.

Click the grey arrow next to the number.

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6 If the SO/CSTYG number on the order is not for a full replacement, the customer has likely had replacement parts or Dreams have organised an inspection.

This would not invalidate the policy and you can proceed with raising the claim onto Evo.

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