



MB&G INSURANCE

Oak Furnitureland

Raising An FNOL

06.11.24

OFL Raising an FNOL

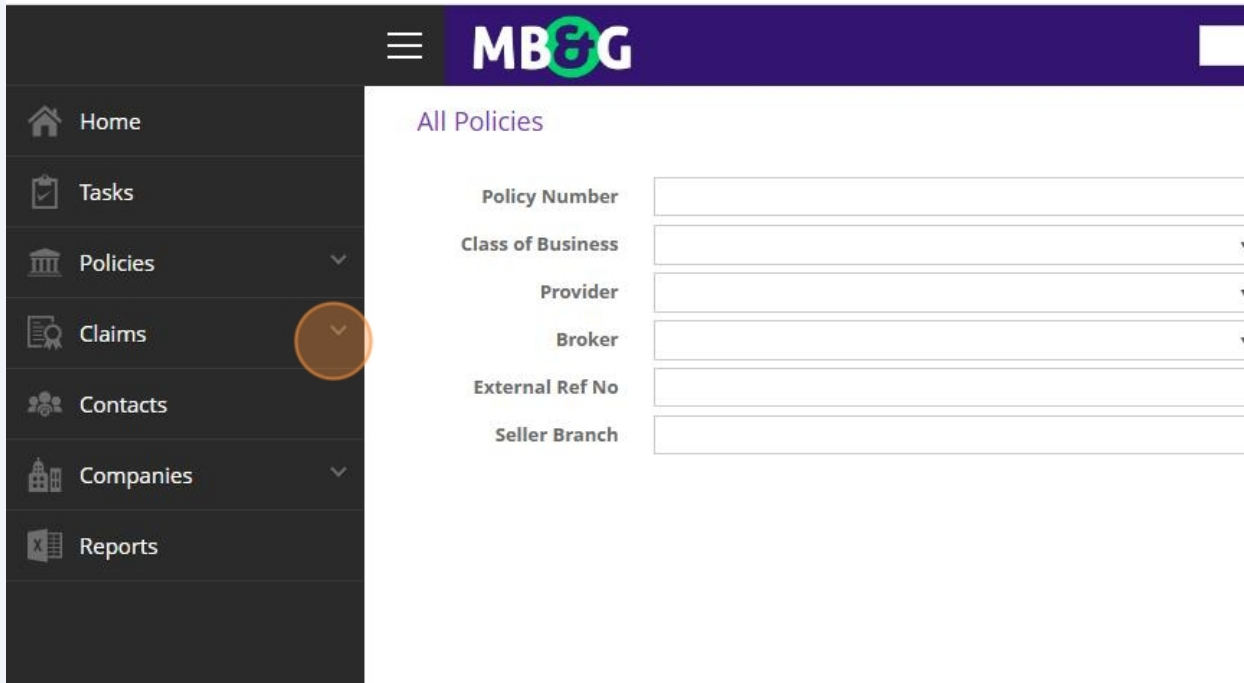
1 Click here

All Policies

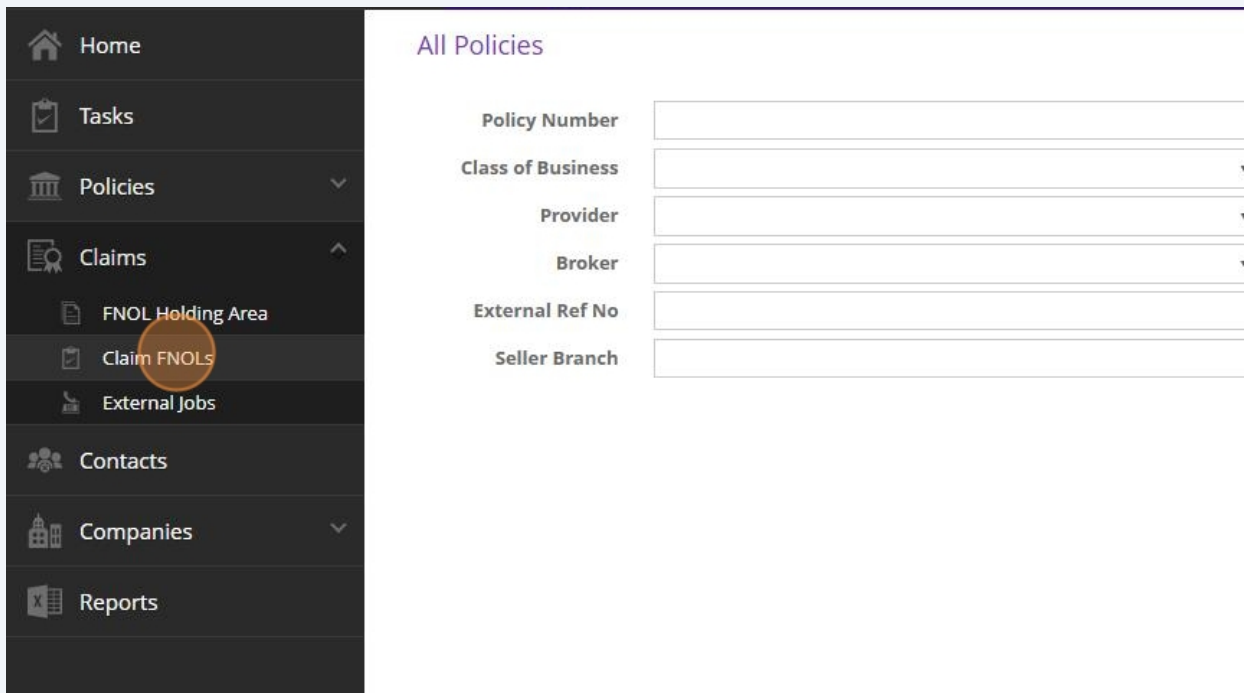
Policy Number	<input type="text"/>	Surname	<input type="text"/>
Class of Business	<input type="text" value="▼"/>	Forename	<input type="text"/>
Provider	<input type="text" value="▼"/>	Postcode	<input type="text"/>
Broker	<input type="text" value="▼"/>	Address	<input type="text"/>
External Ref No	<input type="text"/>	Created After	<input type="text" value="dd/MM/"/>
Seller Branch	<input type="text"/>		

Ple

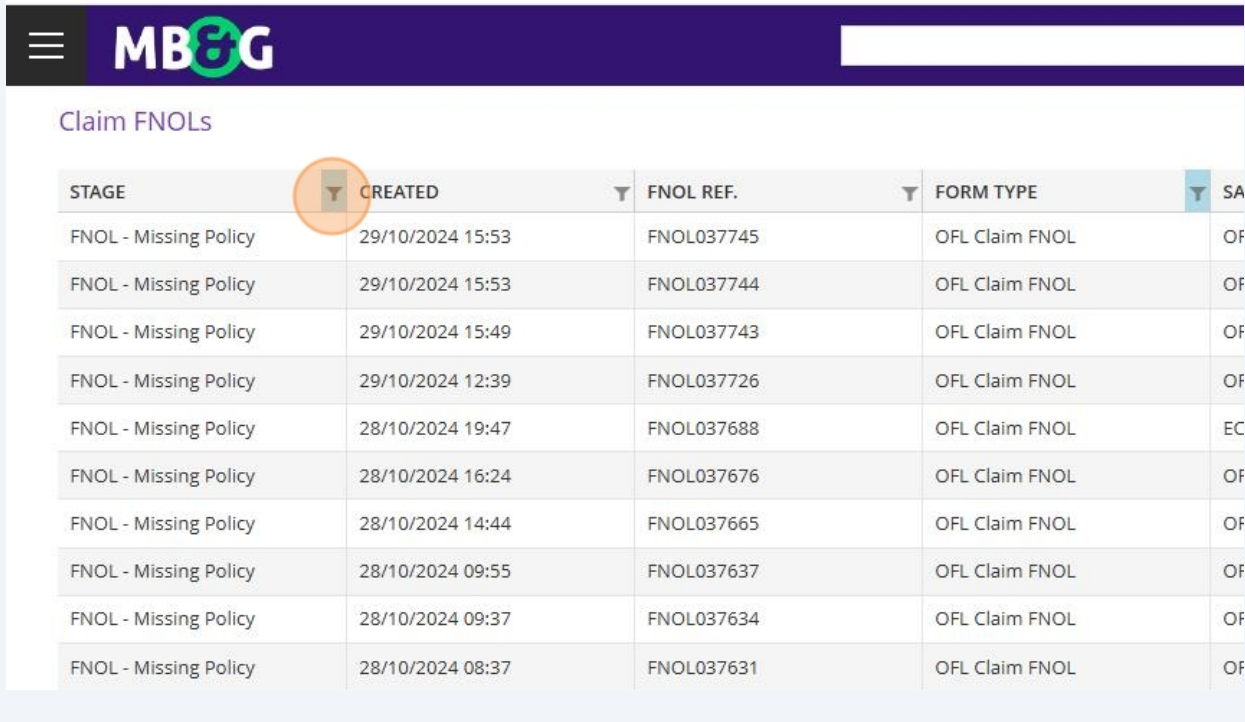
2 Click the arrow next to "Claims"



3 Go into "Claim FNOLs"



4 Click the filter next to "Stage"

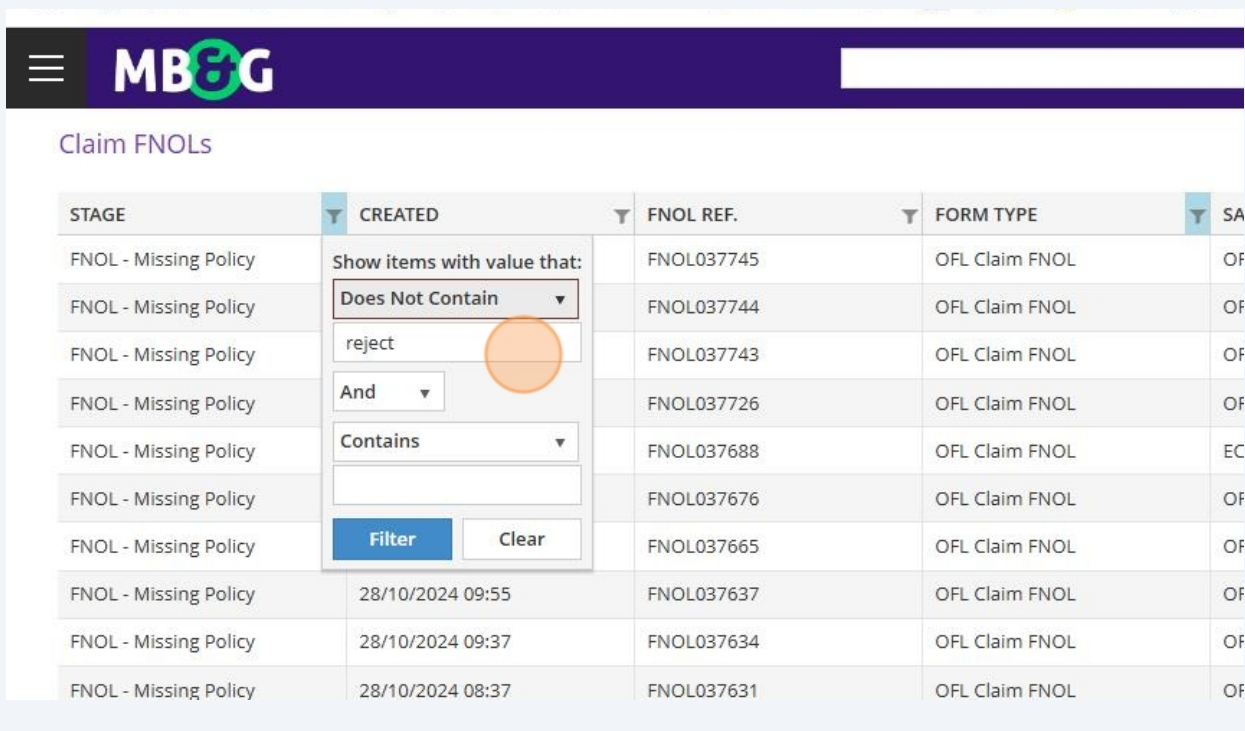


The screenshot shows the MB&G logo and a search bar at the top. Below is the heading "Claim FNOLs" and a table with the following columns: STAGE, CREATED, FNOL REF., FORM TYPE, and SA. The filter icon (a downward arrow) next to the "STAGE" header is circled in orange.

STAGE	CREATED	FNOL REF.	FORM TYPE	SA
FNOL - Missing Policy	29/10/2024 15:53	FNOL037745	OFL Claim FNOL	OF
FNOL - Missing Policy	29/10/2024 15:53	FNOL037744	OFL Claim FNOL	OF
FNOL - Missing Policy	29/10/2024 15:49	FNOL037743	OFL Claim FNOL	OF
FNOL - Missing Policy	29/10/2024 12:39	FNOL037726	OFL Claim FNOL	OF
FNOL - Missing Policy	28/10/2024 19:47	FNOL037688	OFL Claim FNOL	EC
FNOL - Missing Policy	28/10/2024 16:24	FNOL037676	OFL Claim FNOL	OF
FNOL - Missing Policy	28/10/2024 14:44	FNOL037665	OFL Claim FNOL	OF
FNOL - Missing Policy	28/10/2024 09:55	FNOL037637	OFL Claim FNOL	OF
FNOL - Missing Policy	28/10/2024 09:37	FNOL037634	OFL Claim FNOL	OF
FNOL - Missing Policy	28/10/2024 08:37	FNOL037631	OFL Claim FNOL	OF

5 Check the drop down to "Does not contain" and type "reject" into the box underneath.

This will only show claims that are waiting to be assessed.



The screenshot shows the MB&G logo and a search bar at the top. Below is the heading "Claim FNOLs" and a table with the same columns as in the previous screenshot. A filter dropdown menu is open over the "STAGE" column, showing "Show items with value that:" with "Does Not Contain" selected. The search box contains the text "reject". The "Filter" button is highlighted in blue.

STAGE	CREATED	FNOL REF.	FORM TYPE	SA
FNOL - Missing Policy		FNOL037745	OFL Claim FNOL	OF
FNOL - Missing Policy		FNOL037744	OFL Claim FNOL	OF
FNOL - Missing Policy		FNOL037743	OFL Claim FNOL	OF
FNOL - Missing Policy		FNOL037726	OFL Claim FNOL	OF
FNOL - Missing Policy		FNOL037688	OFL Claim FNOL	EC
FNOL - Missing Policy		FNOL037676	OFL Claim FNOL	OF
FNOL - Missing Policy		FNOL037665	OFL Claim FNOL	OF
FNOL - Missing Policy	28/10/2024 09:55	FNOL037637	OFL Claim FNOL	OF
FNOL - Missing Policy	28/10/2024 09:37	FNOL037634	OFL Claim FNOL	OF
FNOL - Missing Policy	28/10/2024 08:37	FNOL037631	OFL Claim FNOL	OF

6 Click the filter next to "Form type"

	FNOL REF.	FORM TYPE	SALES/SCHEDULE NUMBER	REJECTED BY
t:	FNOL037745	OFL Claim FNOL	OFL-8413828	
	FNOL037744	OFL Claim FNOL	OFL-1960972	
	FNOL037743	OFL Claim FNOL	OFL-8413828	
	FNOL037726	OFL Claim FNOL	OFL-8619090	
	FNOL037688	OFL Claim FNOL	EC2934995	
	FNOL037676	OFL Claim FNOL	OFL-5387652	
	FNOL037665	OFL Claim FNOL	OFL-5896955	
	FNOL037637	OFL Claim FNOL	OFL-0261588	
	FNOL037634	OFL Claim FNOL	OFL-1966952	
	FNOL037631	OFL Claim FNOL	OFL-7075953	

7 Type "OFL"

NOL REF.	FORM TYPE	SALES/SCHEDULE NUMBER	REJECTED BY	REJE
NOL037745	OFL Claim FNOL			
NOL037744	OFL Claim FNOL			
NOL037743	OFL Claim FNOL			
NOL037726	OFL Claim FNOL			
NOL037688	OFL Claim FNOL			
NOL037676	OFL Claim FNOL			
NOL037665	OFL Claim FNOL			
NOL037637	OFL Claim FNOL	OFL-0261588		
NOL037634	OFL Claim FNOL	OFL-1966952		
NOL037631	OFL Claim FNOL	OFL-7075953		

Show items with value that:

Contains

OFL

And

Contains

Filter Clear

8 Double-click here

FNOL - Missing Policy	27/10/2024 21:02	FNOL037625	OFL Claim FNOL	OF
FNOL - Missing Policy	27/10/2024 13:53	FNOL037614	OFL Claim FNOL	OF
FNOL - Missing Policy	25/10/2024 11:56	FNOL037557	OFL Claim FNOL	OF
FNOL - Missing Policy	24/10/2024 17:35	FNOL037533	OFL Claim FNOL	OF
FNOL - Missing Policy	24/10/2024 17:15	FNOL037531	OFL Claim FNOL	EC
FNOL - Missing Policy	24/10/2024 16:12	FNOL037529	OFL Claim FNOL	EC
FNOL - Missing Policy	24/10/2024 16:05	FNOL037528	OFL Claim FNOL	EC
FNOL - Missing Policy	24/10/2024 15:21	FNOL037522	OFL Claim FNOL	OF



⏪ < 1 > ⏩



🔍 Search



9 Click here to get the customer's details

	FNOL Reference  FNOL037522
	Claim Reference 
	Notification Date 24/10/2024 Incident Date 21/10/2024
	Delivery Date
	Action Non DTA Process
/2024	

10

Use either the EC or the OFL number that has been provided to search for the customer's policy.

If they haven't given you either of these, use their post code.

Take note of the customer's name whilst on this page.

A screenshot of a web form with a dark header bar. The form is white and contains several input fields. At the top right, there is a red button with a white 'X' and the text 'CLOSE'. Below this, there are three rows of input fields. The first row is labeled 'Schedule Number' and contains the text 'OFL-' followed by a text box containing '9251848'. The second row is labeled 'Policy' and contains a copy icon and an empty text box. The third row is labeled 'Covered Item' and contains a copy icon and an empty text box. Below these fields is a horizontal separator line. At the bottom of the form, there is a question: 'Is the Delivery Address different to the Home Address?' followed by a text box containing 'No'. To the right of the form, a dark sidebar is partially visible, showing a green checkmark and the text 'SET POLICY AND AF'. The number '9251848' in the 'Schedule Number' field is circled in orange.

11

Copy the policy number

A screenshot of the same web form as in the previous image. The layout and content are identical, but the text '9251848' in the 'Schedule Number' field is now highlighted with a blue selection box. The orange circle from the previous image is still present around the text. The rest of the form, including the 'CLOSE' button, the 'Policy' and 'Covered Item' fields, the address question, and the sidebar, remains the same.

12 Click "Close"

A screenshot of a web application interface. At the top right, the name "Amy Stephe" is visible. The main form area contains the following fields:

- Schedule Number:** "OFL-" and "9251848"
- Policy:** A field with a document icon.
- Covered Item:** A field with a document icon.
- Is the Delivery Address different to the Home Address?:** A field with the value "No".

At the top right of the form, there is a red button with a white "X" and the text "CLOSE", which is highlighted with an orange circle. To the right of the form, a sidebar contains a green button with a checkmark and the text "SET POLICY AND APPROVE", and a red button with a white "X" and the text "REJECT".

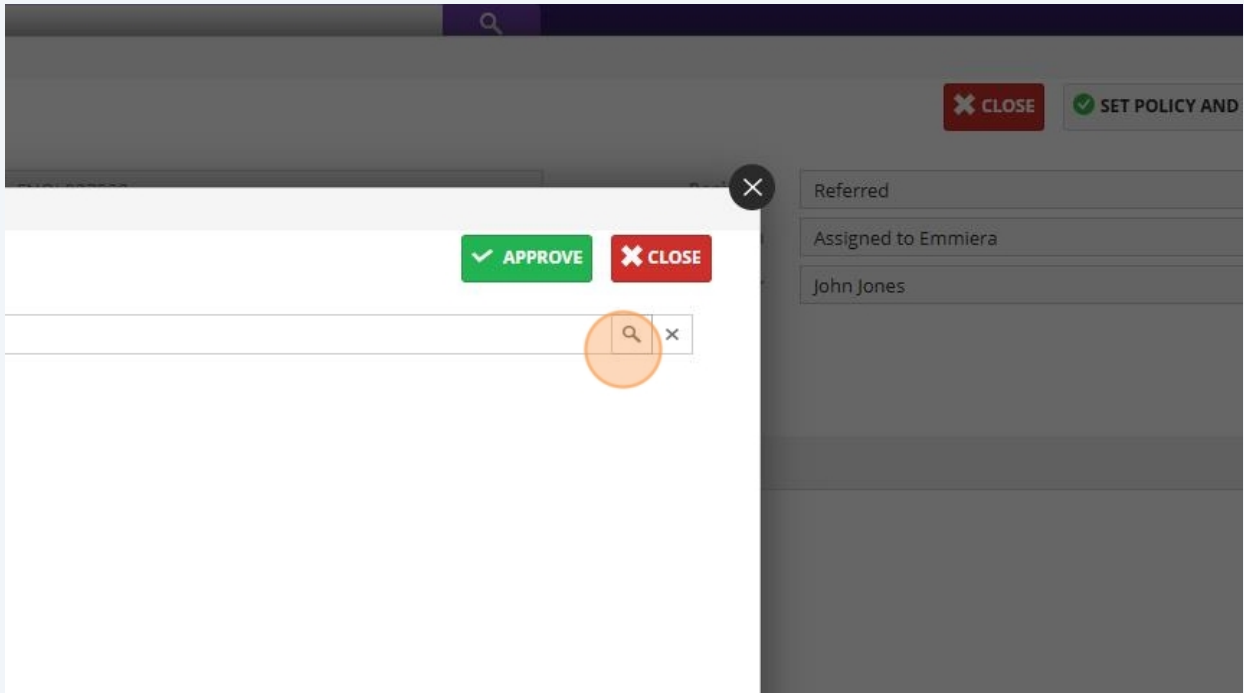
13 Click "Set policy and approve"

A screenshot of a web application interface. At the top right, the name "Amy Stephenson" is visible. The main form area contains the following fields:

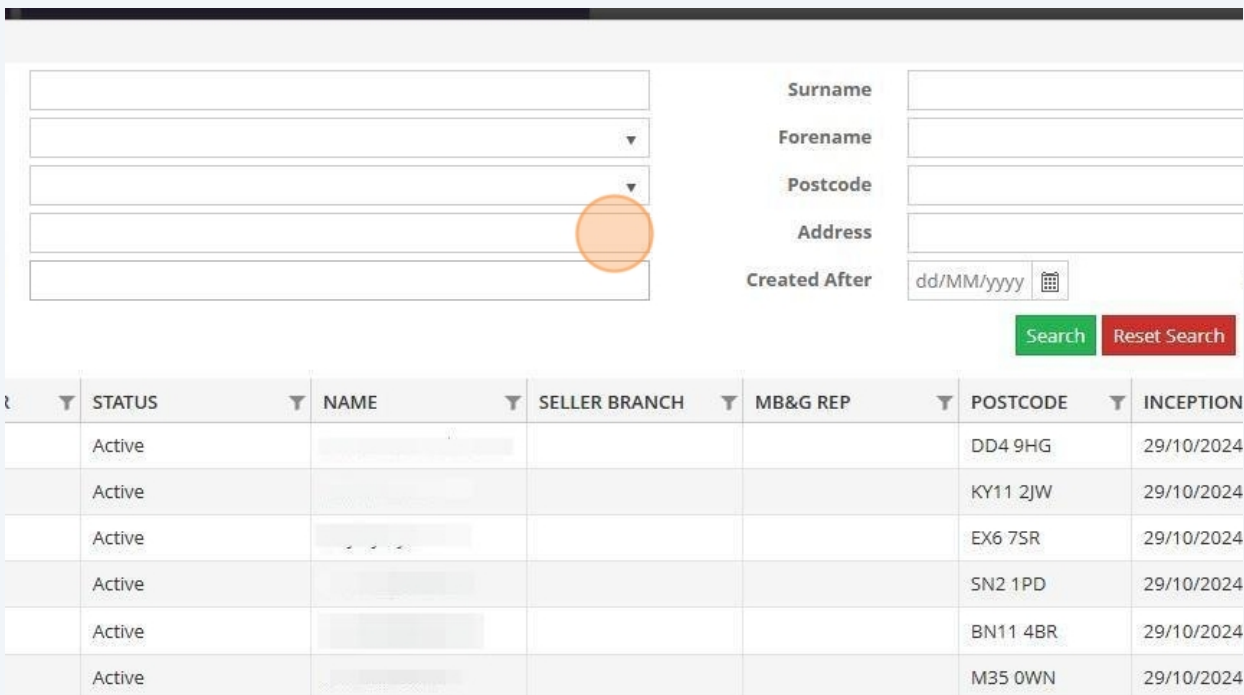
- Position:** "Referred"
- Reason:** "Assigned to Emmiera"
- Handler:** "John Jones"

At the top right of the form, there are three buttons: a red button with a white "X" and the text "CLOSE", a green button with a checkmark and the text "SET POLICY AND APPROVE", and a red button with a white "X" and the text "REJECT". The "SET POLICY AND APPROVE" button is highlighted with an orange circle. To the left of the form, there is a date field with the value "21/10/2024".

14 Click the magnifying glass



15 Paste the policy number into evo and search



16

If the policy holder's name matches, double click on the policy to match it to the claim

Select Cover Level

Policy Number	<input type="text"/>	Surname	<input type="text"/>
Provider	<input type="text"/>	Forename	<input type="text"/>
Broker	<input type="text"/>	Postcode	<input type="text"/>
External Ref No	ofl-9251848	Address	<input type="text"/>
Seller Branch	<input type="text"/>	Created After	dd/MM/yy

SALES ORDER NUMBER	STATUS	NAME	SELLER BRANCH	MB&G REP	PC
ofl-9251848	Active				W

17

Select the item of furniture the customer is claiming for.

What is the FNOL?

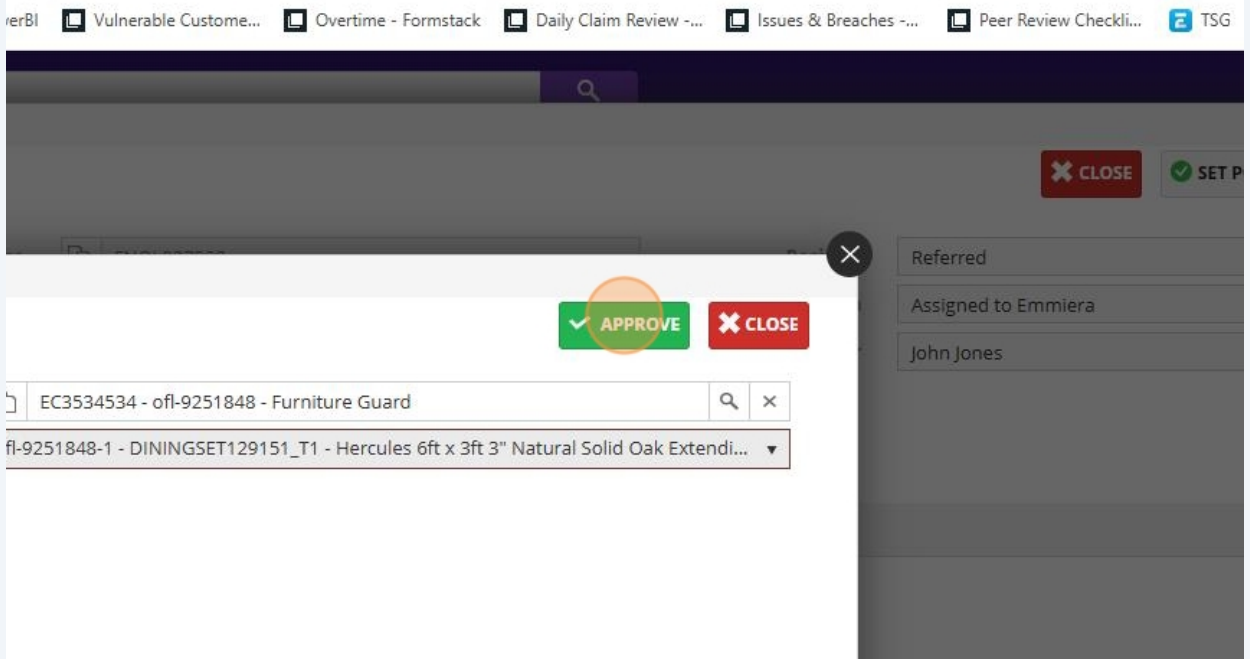
Cover Level: EC3534534 - ofl-9251848 - Furniture Guard

Asset:

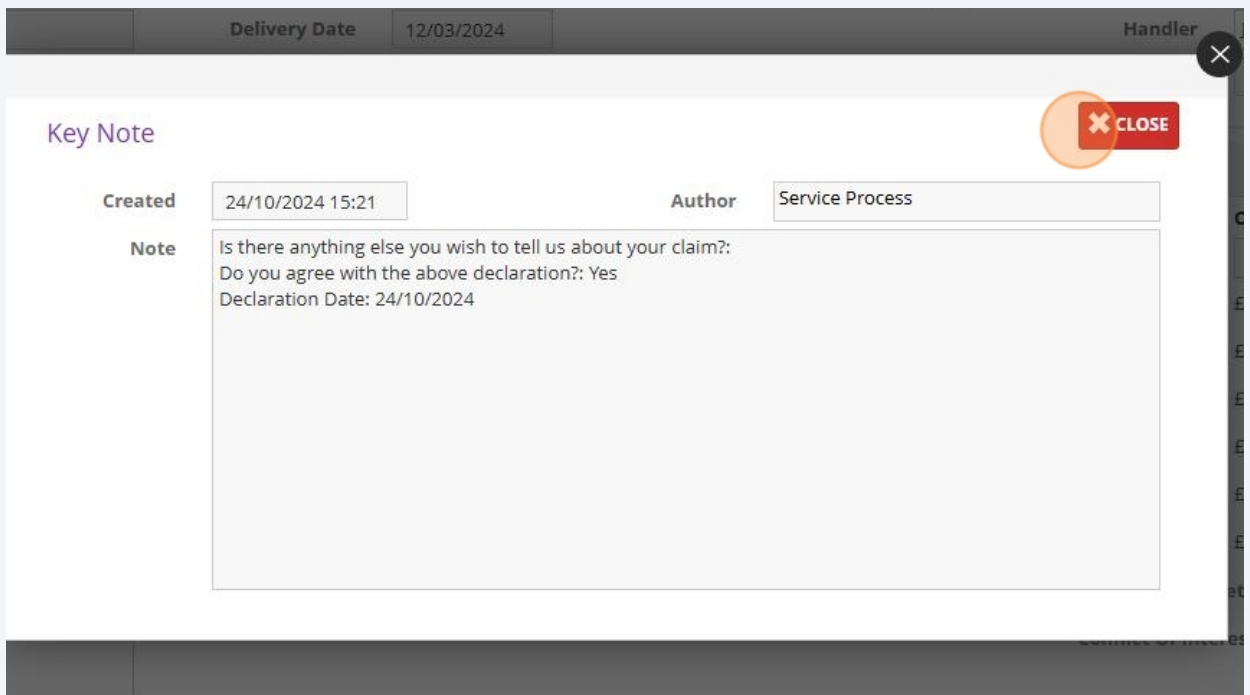
- ofl-9251848-1 - DININGSET129151_T1 - Hercules 6ft x 3ft 3" Natural Solid Oak Extending Crossed Leg Dining Table And 5 Assorted Dining Chairs-DININGSET129151_T1
- ofl-9251848-2 - 40992_T1 - Cross Back Natural Solid Oak Chair with Vintage Black Leather Look Fabric Seat-CROSS011NATURAL-PAD-VINT-053BLK_T1

Referred
Assigned to Emmi
John Jones

18 Click "Approve"



19 Read this box and if the customer has put any additional information (Such as any vulnerabilities) make sure you log them on the claim.



20 Change the handler name to your name.

Amy Stephenson

SAVE SAVE AND CLOSE CLOSE PRINT EMAIL

Status: Open
Position: Referred
Reason: Assigned to Emmiera
Handler: John Jones
Next Appointment Date: []

TORY API

Maximum Liability: [] RV
Claims Incurred: £ [] 48.00
Repair Excess: £ [] 0.00
Claim #: Unlimited
Claim #: 1

21 Click "Notes"

Claim Reference: 447690
FNOL Reference: FNOL037522
Notification Date: 24/10/2024
Incident Date: 21/10/2024
Delivery Date: 12/03/2024

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

NINGSET129151_T1 [] []
Repair: []
Action: Non DTA Process
Incident Location: []
Show Incident Loc: No

22 Click "Add"

Status	Open
Position	Referred
Reason	Assigned to Emmiera
Handler	Amy Stephenson
Next Appointment Date	

TORY 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: 14/10/2024

23 Type your note, then click "Add and close"

FNOL Reference FNOL037522

Notification Date 24/10/2024 Incident Date 21/10/2024

Reason As
Handler A
Appointment Date

ESTI

Y A

S

out your claim?

Add Claim Note

New Claim Note

ADD ADD AND CLOSE CLOSE

Date 29/10/2024

Author Amy Stephenson

Claim Note Type

FNOL - Passed to Emmiera

24 Click "Save and close"

The screenshot shows a web form with a top navigation bar containing five buttons: 'SAVE' (with a floppy disk icon), 'SAVE AND CLOSE' (with a checkmark icon and highlighted by an orange circle), 'CLOSE' (with an 'X' icon), 'PRINT' (with a printer icon), and 'EMAIL' (with an envelope icon). Below the buttons, the form contains several fields: a date field with '21/10/2024' and a calendar icon, a 'Status' dropdown menu set to 'Open', a 'Position' dropdown menu set to 'Referred', a 'Reason' dropdown menu set to 'Assigned to Emmiera', a 'Handler' dropdown menu set to 'Amy Stephenson', and a 'Next Appointment Date' field. Below these fields is a section with tabs for 'HISTORY' and 'API', and buttons for '+ ADD' and 'DELETE'. At the bottom, there is a 'NOTE' section with a text area containing the text: 'Is there anything else you wish to tell us about your claim?: Do you agree with the above declaration?: Yes Declaration Date: 24/10/2024'. Below the note is a partially visible line of text: 'ENCL - Referred to Emmiera'.