



Travel claim portal user guide

Features

1. New claim lodgement by a first-time claimant
2. New claim lodgement by a claimant who has already claimed before
3. Ability to lodge and monitor claims online
4. Corporate clients have full administrator access
5. Mobile ready – can enter claims via portable device
6. Streamlined performance for better user experience
7. Security enhancements including two-factor authorisation

You or your clients can claim online for the following items:



Medical expenses incurred on your overseas trip



Cancellation or delay costs including loss of deposits



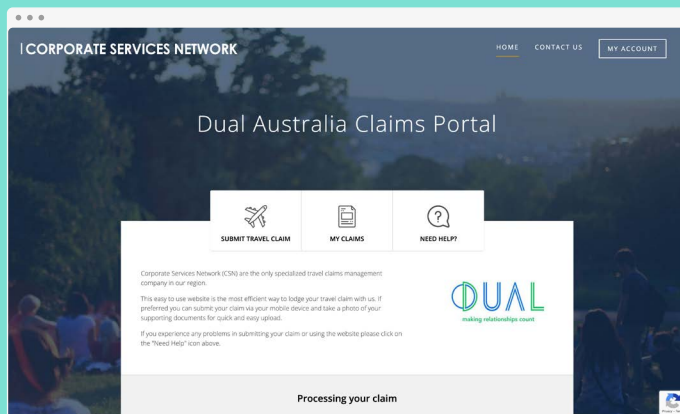
Lost, stolen or damaged property including delay of baggage



Hire car excess expenses

Getting started

1. Log on to dualaustralia.csnet.com.au
2. For a new claim submission, select "Submit travel claim"
3. To monitor your claim status or seek assistance from an administrator, use other icons as required



Registration

1. Enter personal details
2. Verify your access via two-factor authorisation

Submit your claim

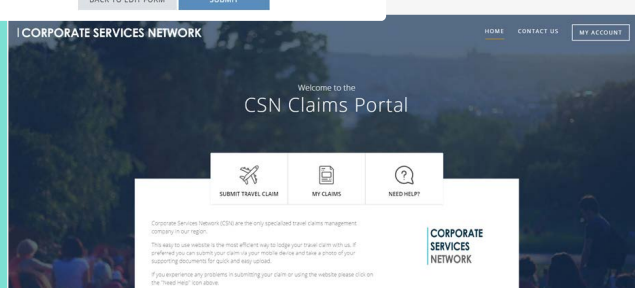
A SMS has been sent to you with a unique code.
Please enter the code to confirm your mobile number.

945664

In the case if you haven't received the verification code or having issues with the current code:
Please use the following two options to resend the code:

Please enter a password if you would like to use to log into the portal.
Your email address and this password will become your unique login to the site.

Enter Preferred Password Confirm Preferred Password



Lodge a claim

1. If travelling for business, enter email of authorising person
2. Nominate type of claim (e.g. medical)

Tell us about your trip

Do you know your policy number? *

Policy Number or enter 'N/A'

Who do you work for? * Who is your insurer?

Company Name Insurer

When were you travelling?

Departure date * Return date *

Departure Date Return Date

If travelling for business, please enter the email of the authorising person.

Tell us what you are claiming for (you can select multiple options) *

Medical Expense

Please provide us with the details of your medical expense

Type of claim *

Accident	Illness
<input type="checkbox"/>	<input checked="" type="checkbox"/>

On what date did you have the accident or become ill? * Where were you when the incident happened? *

Event Date Country of Claim

What are you claiming for (e.g. doctor consultation)? *

Provide us with details

Why are you claiming? Please describe what happened? *

Tired of entering the claim form? Save your draft and we will email you the link to complete your claim later! Better make sure your email is right.



Document upload

1. Easy to navigate online
2. Upload photos online or via mobile

Invoice

What are you claiming for? * What type of document(s) are you providing? *

Doctor Consultation **Medical Invoice**

Please specify claiming amount * Please specify claiming currency *

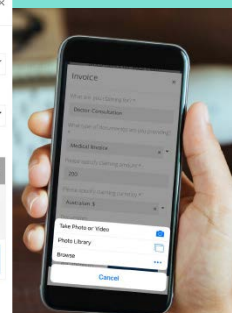
150 **Australian \$**

Documents

Name	Actions
130750.pdf (0.095 MB)	

Please select one or more documents to upload **SELECT FILES**

CANCEL **SAVE**



Monitor claim progress

YOUR TRIP

Your trip

Policy number: **123456789** Claim number: **001170003**

Name: **ACME** Insurer: **ACME**

Report date: **01/06/2019** Return date: **08/06/2019**

Country of Claim: **American Samoa**

If reporting for business, please enter the email of the authorising person:
Email of the Authorising Person: **business@acme.com**

Claimed for:

Delay / Concession Delayed Luggage Medical Property Loss / Damage Rental Car

Timeline

- 21 Jul 2019** Claim Submitted by Member
Thank you, your claim has been received.
- 21 Jul 2019** Awaiting Assessment
Your claim is waiting to be assessed.
- 23 Jul 2019** Assessment In Progress
Your claim is being assessed.

Helping you do more

Sydney | Melbourne | Perth | Brisbane

1300 769 772

dualinsurance.com

DUAL Australia Pty Limited | Registered in Australia under ABN No. 16 107 553 257

