



**CORPORATE  
SERVICES  
NETWORK**

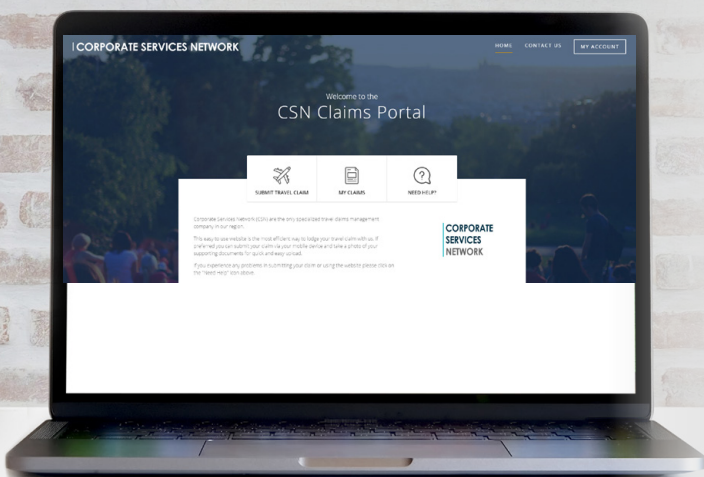
## TRAVEL CLAIM PORTAL USER GUIDE

### 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 on-line
4. Corporate clients have full administrator access
5. Mobile ready – can enter claims via portable device
6. Streamlined performance enhancing user experience
7. Security enhancements including dual 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 <https://dualaustralia.csn.net.com.au>
2. For new claim submission selected “Submit Travel Claim”
3. To monitor your claim status or seek assistance from an Administrator use other icons as required.

SYDNEY | MELBOURNE | PERTH | BRISBANE

Tel: 1300 769 772 [www.dualaustralia.com.au](http://www.dualaustralia.com.au)

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# Initial Registration

1. Enter personal particulars.

Submit your claim

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

944564 VERIFY CODE

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.

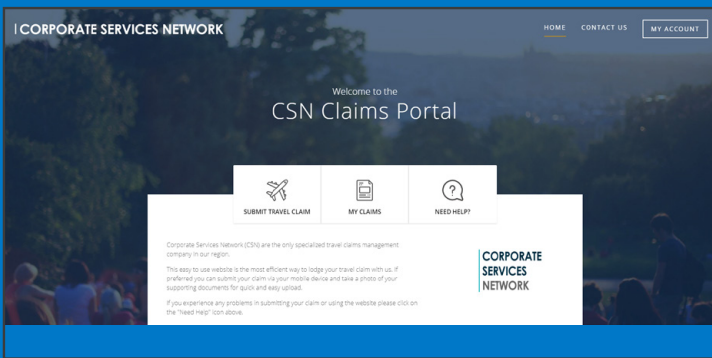
RESEND CODE VIA EMAIL RESEND CODE VIA SMS

Please enter a password 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

BACK TO EDIT FORM SUBMIT

2. Claimant is asked to Verify their access via Two Factor authorization.



2.

## Lodge a Claim

1. If travelling for Business enter email of authorising person.
2. Nominate type of claim (e.g. Medical)

3.

Tell us about your trip

Do you know your policy number? \*

Policy Number or enter 'No'

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

authorising.person@employer.com.au

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

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

Medical Expense

Please provide us with the details of your medical expense

Type of claim \*

Accident Illness

On what date did you have the accident or became 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

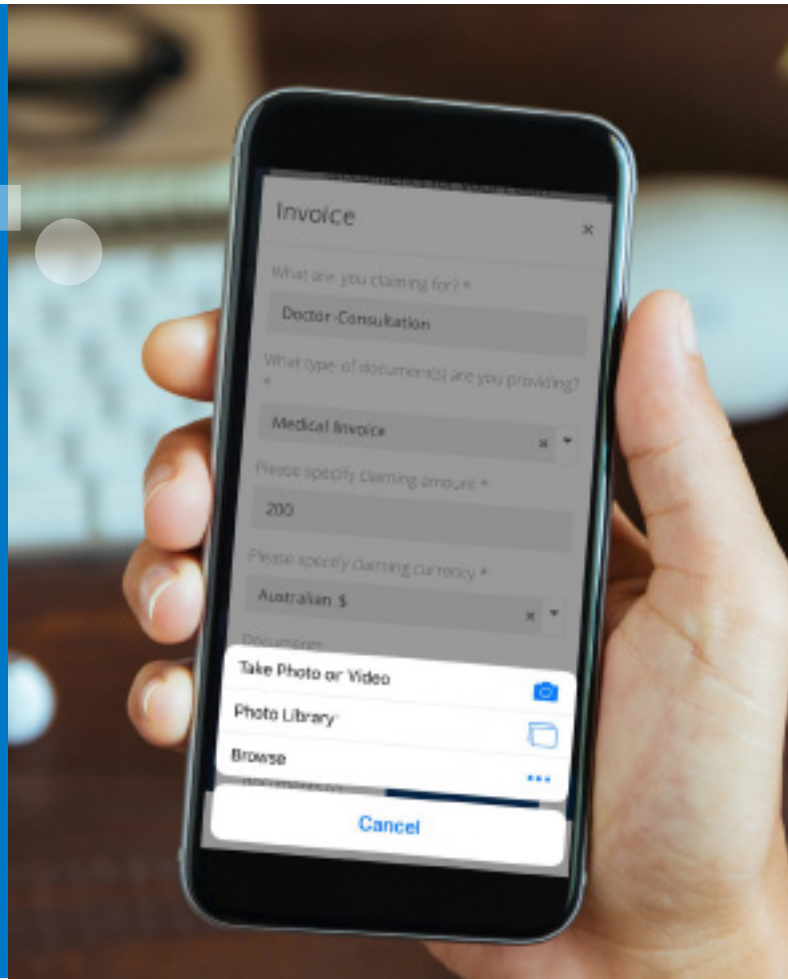
Why are you claiming? Please describe what happened \*

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

EMAIL LINK SAVE CHANGES

## Document Upload

1. Easy to navigate on-line.
2. Upload photos on-line or via mobile.



## Monitor Claim Progress