Why Hine Insurance Brokers have invested in Claims Made Easy

When reporting a claim, people can often forget to include key information or don't know what information their broker needs to initiate handling the claim.

Claims Made Easy is simple and intuitive to use, guiding you through what information you need to capture.

Using GPS, photographs, voice to text, typing and more, the app will help you and Hine Insurance Brokers capture they key information needed.
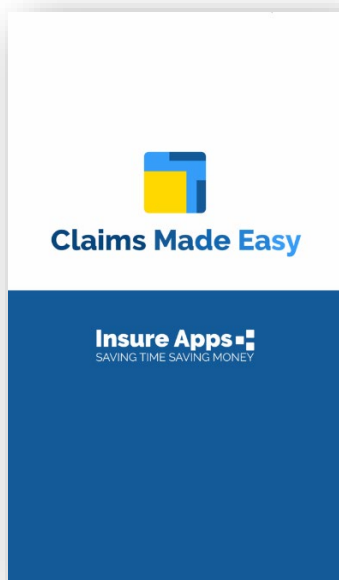
Capturing this data quickly can greatly reduce claims costs which could positively affect your future premiums.

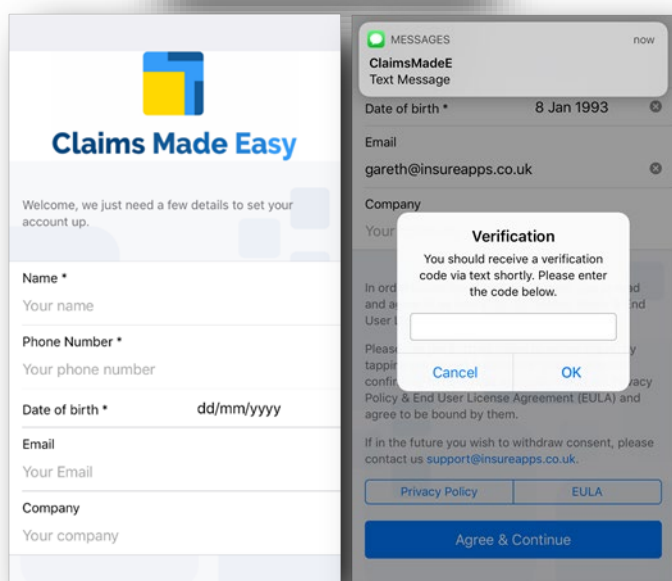Below are the steps to register on the app.

How to download the app and sign up

Enter the App Store for IOS or enter the Google Play store for android to download the Claims Made Easy App.

Type 'claims made easy' into the search box and click *Get* to begin downloading. From here you can open the App and begin your registration.
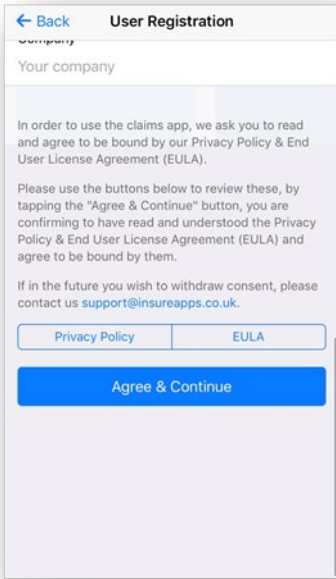

Once you've downloaded and entered the App you will be taken to the below page where you can begin to register on the app
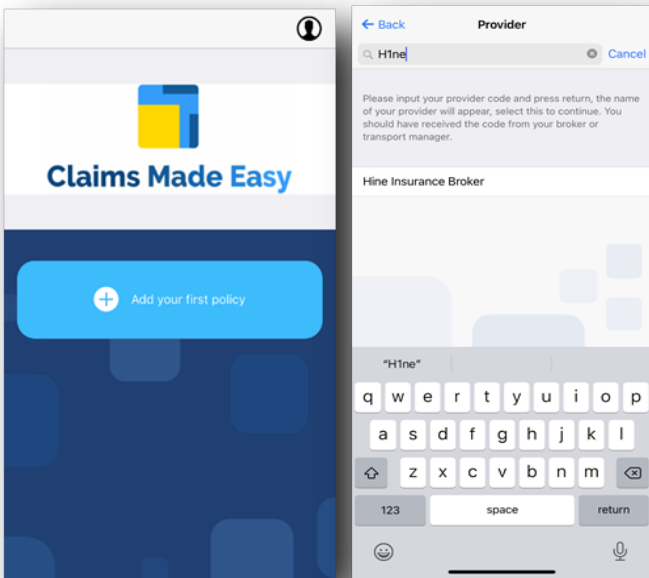

First you must register on the app.

This requires you to use the mobile number for the phone. Please be sure to enter this correctly.
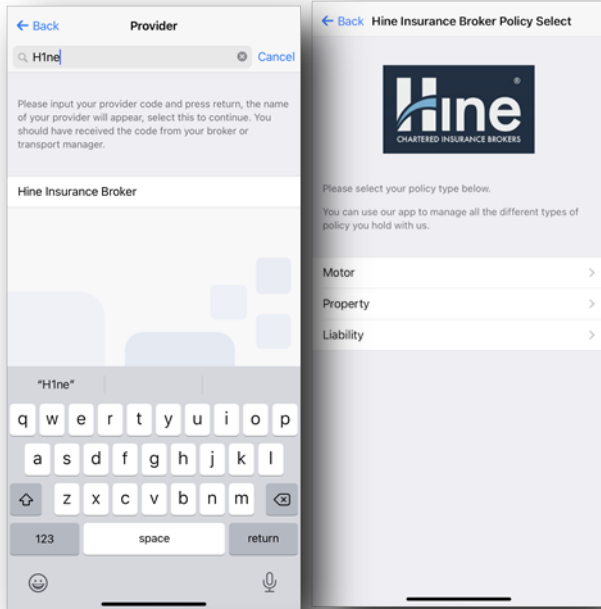
The Terms & Conditions are below to ensure that all information is read and understood before progressing to the next stage.
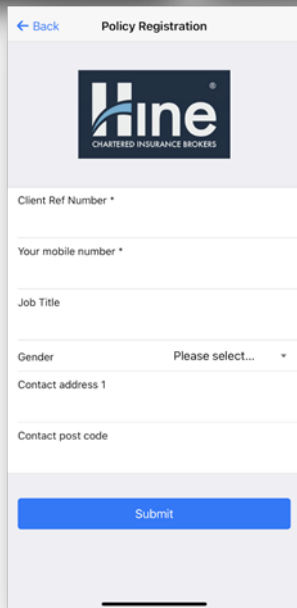
Select 'Agree & Continue' once you have finished completing your details.

Now you will be able to select your Broker **Hine Chartered Insurance Brokers** by typing in **H1NE**

Select Hine Chartered Insurance Brokers

Once you have selected Hine Chartered Insurance Brokers you will then be asked to enter a few details specific to the type of policy you are submitting e.g. details relating to your driving licence.

After this point, all you need to do is fill in your details and enter this client reference number:

FAQs

- **I have an android phone and choosing my birthday requires me to scroll thousands of times?**

  This is our most frequently asked question from drivers! On an Android Phone select the **year** of birth first and then select **month** then **date**.

- **Does it work on all Smartphones?**

  It works on Android & iPhone but not Windows, it therefore covers 98%+ of the market. For IOS we support IOS 9.0 and onwards with a need for 29.6MB for storage. For Android we support from 5.1 to but ideally would like 8.0 software; we need 6MB for storage.

- **Where do I download the app?**

  Go to the App store and search for Insure Apps where the App "Claims Made Easy" will be listed which you can then download.

- **What happens if I don't have 3G/4G or WIFI when I try to submit the claim?**
  The claims data is stored on the phone when the claim is being recorded. This means that even if the user presses "send" when they have no signal, the data will be stored on the phone and submitted when they have a suitable connection.

- **What if my phone battery dies during submitting a claim?**

  Much like the answer above, the claims data is stored on the phone. The information you have input thus far will be saved on the app so you can "resume" the report once your phone has charged.

- **If I forget to submit a claim at the time of the incident via the app, should I still do so?**

  Yes, although the app is ideally to be used at the scene of the accident i.e. to capture GPS and make sure the claim is reported speedily, you can fill out the report at a later time. This shall require you to manually import the location and upload any photos you have taken, however, it is recommended you use the app as soon as possible.

- **What about my personal data stored on the phone?**

  Because of new GDPR laws, your information is securely stored and the information cannot be used for anything other than the purpose of the app.

- **After downloading the app, do I need to do anything else?**

  All you need to do is input the details required of your insurance broker in the app and make sure to update the app when needed and keep it on your phone.