

# Frequently Asked Questions



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## FOR ADVISERS

### Registering for eClaims

#### Will I need to register for eClaims?

No, Advisers do not need to register for eClaims. You will automatically have access to eClaims via the Adviser Site.

### Accessing eClaims

#### How can I access eClaims?

eClaims is accessed through the Self Service portal on the Adviser Site.

#### Can my client access eClaims?

Once you have commenced the claim for your client, you can complete the lodgment online. You also have the option of nominating your client to complete the lodgment via eClaims themselves. If you choose this option, your client will then receive an email from AIA Australia with details on how to access eClaims.

#### I am having trouble viewing eClaims, what should I do?

eClaims is best viewed on a PC or laptop. Mobile phones and other devices may produce varying results.

eClaims has been optimised for use with Internet Explorer. It may be viewed in earlier versions of Internet Explorer, as well as the latest version of Google Chrome.

#### My session has timed out. What should I do?

Your session will time-out after 30 minutes of inactivity and you will be automatically logged out. If this happens you will need to login again via the Self Service portal on the Adviser Site, and continue entering data.

eClaims will automatically save information when you move to a new page. However, if the session times out before the page has been saved, some information may be lost and you might need to enter it again.

### Navigating eClaims

To navigate between the different screens throughout the lodgment process, use the Navigation Options on the left of the screen.

#### What do the different navigation buttons at the bottom of the claim screen do?

There are three buttons at the bottom of the claim screen that will help you navigate the claim.

- The **Previous** button saves and checks the information you have entered to make sure the data is correct before going to the previous screen in the claim.
- The **Next** button saves information on the screen and checks to make sure all entered data is correct before proceeding to the next screen in the claim.

- The **Save and Exit** button saves all the data you have entered and takes you back to the eClaims **Home Page**.

#### What does the “i” icon on the claims screen mean?

Hover your cursor over this icon to see more detailed information about a question or statement on the screen.

### Saving a claim

#### Can I save my work and come back later to complete the claim?

Yes. By using the **Save and Exit** button you can save your progress in eClaims and return to complete it at a later point in time. When you want to continue the claim, log into the Self Service portal on the Adviser Site and follow the links to continue completing the claim.

#### A claim is showing a status of 'Inactive'. What does this mean?

The lodgment of the claim may have been more than 120 days prior, and documents have still not been received by AIA Australia.

You will need to contact AIA Australia.

#### Can I save a copy of the completed application?

Yes. The eClaim is saved for future reference. After the claim is lodged you may download a PDF version of all claim questions you have completed.

The minimum version of Adobe PDF Reader you should use to access eClaims generated documents is version 11. If you have an earlier version than this, you will need to download the latest version of Adobe Acrobat Reader from <https://get.adobe.com/reader>

#### What if I need to alter or withdraw a claim that I have already submitted?

You will need to contact AIA Australia on **03 9009 4850** to discuss altering or withdrawing a claim.

### Communications and reminders

#### What communications can I expect to receive from eClaims?

- 1 You will receive confirmation of the claims lodgment
- 2 You will receive notification when we receive supporting docs
- 3 We will send you communications listing any document(s) that remain outstanding

### Uploading and Downloading documents

#### How will I know what documents to provide for the claim?

Under the **Supporting Documents** section (see **Navigating eClaims** above) in eClaims, there is a **Download Documents** page. This page lists all the document(s) you will need to provide before the claim can be assessed.

### Where can I download the documents I need?

There is a list of downloadable documents available on the **Download Forms** page of eClaims. This page can be found under the **Supporting Documents** section. The supporting documents can be downloaded and printed from here.

### I can't view the documents in eClaims.

The minimum version of Adobe PDF Reader to access eClaims generated documents is version 11. If you have an earlier version than this, you will need to download the latest version of Adobe Acrobat Reader from <https://get.adobe.com/reader>

### How do I upload the documents needed for the claim?

Under the **Supporting Documents** section in eClaims, there is a **Lodgement Documents** page. This page will enable you to upload all the supporting document(s) required by AIA Australia before the claim can be assessed.

Tick the documents you wish to upload on the **Lodgement Documents** page, then click the **Upload** button. A 'pop-up' window will open, allowing you to browse and select the document(s) you wish to upload.

You can choose to upload the supporting documents as individual files, or multiple documents in a single file. To confirm your upload selection, click the **Upload** File button.

### Do I need to post additional documents after uploading to eClaims?

No. After uploading all your required document(s) in eClaims, you do not need to send any documents via post.

### I am having trouble uploading documents. What should I do?

Check the size of your document(s). eClaims only allows **attachments of up to 20MB** in size. Accepted file formats include PDF, JPEG, JPG, BMP, GIF, PNG, XLS, XSLX, DOC, DOCX, RTF, XML, TIFF, TIF and MSG. If you still have problems with the upload of supporting documentation, please contact AIA Australia on **03 9009 4850**.

### How do I upload a document not on the Supporting Documents list?

Go to the **Lodgement Documents** page in eClaims, click on the **Add Other Document** button. A 'pop-up' window will open, allowing you to browse and select the document(s) you wish to upload. Ensure it is an accepted file format and size (see below). To confirm your upload selection, click the **Upload** File button.

### What supporting document file formats and file size does eClaims accept?

PDF, JPEG, JPG, BMP, GIF, PNG, XLS, XSLX, DOC, DOCX, RTF, XML, TIFF, TIF and MSG. **The file may be a maximum size of 20MB.**

### I've uploaded all my documents. What happens next?

An AIA Australia claims assessor will review the information you have provided and will contact you or your client to discuss the claim and any additional information that may be required.

### Can I post supporting documents instead of uploading them to eClaims?

Yes. You are able to post the documents at any time during the claims process. Please mail them to:

**Claims Team AIA Australia**  
**PO Box 6111**  
**MELBOURNE VIC 3004**

This can be done even if you have chosen to lodge the supporting documents online. Any documents received by post will be processed and added to the online claim.

### Understanding the Status of your claim

#### The claim is in 'Awaiting Documents' status. What does that mean?

A claim status of **Awaiting Documents** means that the claim has been submitted and we are waiting for you or your client to upload supporting documents so we can progress the claim.

#### The claim is in 'Assessor Allocated' status. What does that mean?

A claim status of **Assessor Allocated** means that the claim has been submitted. All mandatory documents have been received and the claim is awaiting assignment to a claims assessor.

Where some non-mandatory documents are still required, an AIA Claims Assessor will be in contact to let you know if you or your client need to provide anything further.

#### The claim is in "Your claim is being assessed" status. What does that mean?

If the claim status shows "Your claim is being assessed" it means that the claim has been submitted and a claims assessor will contact you or your client to discuss the claim, as well as any additional information that may be required.

In this status the claim details are in a read-only state and you will be unable to amend personal or claim details. If you need to update details after you have submitted the claim, you will need to contact AIA Australia.

### Support and Assistance

#### Who can I contact if I need assistance using eClaims?

Please contact AIA Australia on **03 9009 4850** for support using eClaims.