



Online Customer Portal
Frequently Asked
Questions (FAQs)



**STRATA COMMUNITY
INSURANCE**

Can I make changes to the information on screen?

No the information is 'read-only'.

Will I/we lose information if the screen 'freezes' mid-use?

No the information is 'read-only'.

Can I give out my Login details to a customer to check the progress of their claim?

No the information available under your login details is sensitive commercial information relating to your business and is not for the viewing by the 'general public'. You must not provide your login details to a customer or to any other person.

Can I stop a member of my staff from having access at any time?

Yes. Please contact our office and we'll make this a priority. Protection of your office's information with Strata Community Insurance is our utmost concern.

What happens if I forget my Login username &/or password?

Contact our office on 1300 724 678 and we'll get you back up and running in no time.

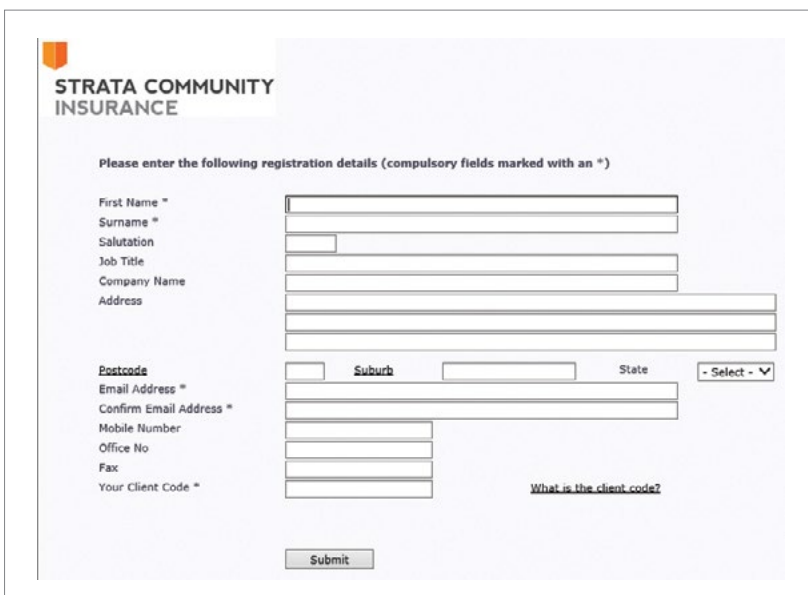
I'm new to the customer portal – how do I register?

To register for the Portal clicking on 'New Clients, Register here' will take you to the following page. Complete the required information and submit. On approval an email will be generated and sent to you with your login details.



The screenshot shows the login interface for Strata Community Insurance. It features the company logo in the top left. Below the logo, there are two columns of text. The left column contains 'Existing Clients Login here:' followed by a checkbox labeled 'Browser' and a link 'New Clients, Register here'. The right column contains 'Login Id / Email:' and 'Password:' with corresponding input fields. Below these fields are buttons for 'Login', 'Change Password', and 'Forgot your password?'.

Complete the required information and submit. On approval an email will be generated and sent to you with your login details.



The screenshot shows the registration form for Strata Community Insurance. It features the company logo in the top left. Below the logo, there is a heading 'Please enter the following registration details (compulsory fields marked with an *)'. The form consists of several input fields: 'First Name *', 'Surname *', 'Salutation', 'Job Title', 'Company Name', 'Address' (with three lines), 'Postcode', 'Suburb', 'State' (with a dropdown menu), 'Email Address *', 'Confirm Email Address *', 'Mobile Number', 'Office No', 'Fax', and 'Your Client Code *'. A 'Submit' button is located at the bottom. A link 'What is the client code?' is positioned near the bottom right of the form.

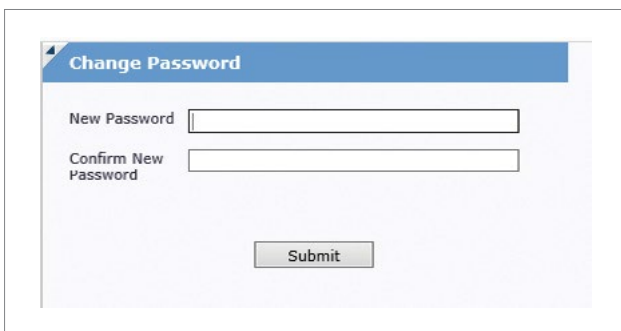
How do I change my password?

If you want to change your password, please click on the 'Change Password' link.



A screenshot of a login page. It features two input fields: 'Login Id / Email:' and 'Password:'. Below the 'Login Id / Email:' field is a 'Login' button. At the bottom left, the text 'Change Password' is underlined and highlighted with a yellow starburst and a mouse cursor. At the bottom right, the text 'Forgot your password?' is also underlined.

The following pop-up will appear for User to enter New Password and Confirm New Password



A screenshot of a 'Change Password' pop-up window. The title bar reads 'Change Password'. It contains two input fields: 'New Password' and 'Confirm New Password'. Below these fields is a 'Submit' button.

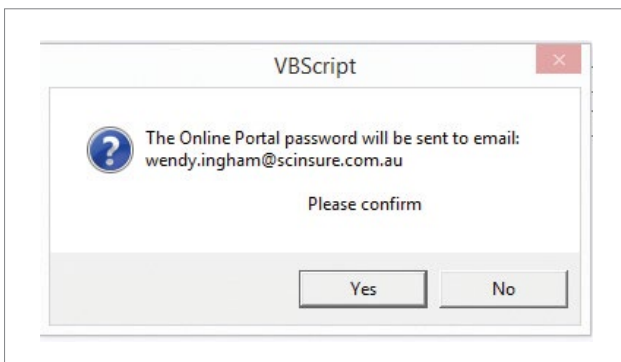
What if I've forgotten my password?

If you forget your password, please click on the 'Forgot Your Password' link. You will be asked to enter your email address, and a system-generated email will be generated and sent to your email address.



A screenshot of the login page, similar to the first image. It shows the 'Login Id / Email:' and 'Password:' fields, the 'Login' button, and the 'Change Password' link. The 'Forgot your password?' link at the bottom right is underlined and highlighted with a yellow starburst and a mouse cursor.

The following pop-up will appear asking User to confirm the email address that the Portal Password will be sent to.



A screenshot of a VBScript dialog box. The title bar says 'VBScript'. The main content area contains a question mark icon, the text 'The Online Portal password will be sent to email: wendy.ingham@scinsure.com.au', and the instruction 'Please confirm'. At the bottom, there are two buttons: 'Yes' and 'No'.

What are the Portal's minimum browser and operating system requirements?

Internet Explorer 11 is recommended but the majority of web search engines are supported.

How do I terminate my access to the online customer portal?

Contact your Strata Community Insurance Account Manager / Business Development Manager with your request or call 1300 724 678 for immediate termination.

What information can I access using the portal?

At this stage you can access the following information through the Portal:

- Client Statement
- Debtor movements
- Claims History letters
- All standard policy information and documentation.

Can I access via my smartphone/tablet?

The Portal is a web application and can be accessed via any internet-connected device including computers, laptops, iPads, tablets and smartphones.

My policy or claims information appears to be incomplete, what should I do?

The only information available to you through the Portal is that which is linked to your account in the Strata Community Insurance system. If you are part of a larger corporate group, have multiple branch offices, or are a representative of another financial services licensee, there is a possibility that some information you expect to see is linked to a different account in the Strata Community Insurance system. If there is policy or claims information you believe should be available to you that is missing, please contact your Strata Community Insurance Account Manager / Business Development Manager to discuss.