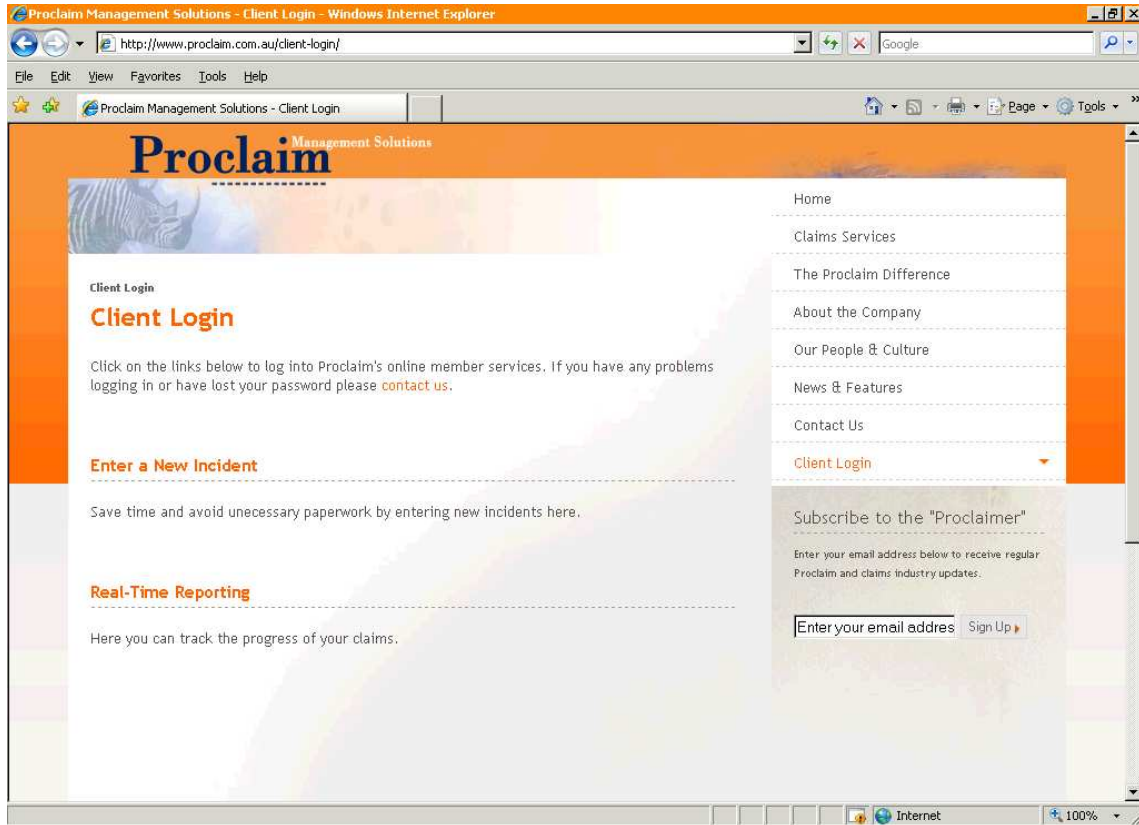


# HOW TO SUBMIT AN INCIDENT / CLAIM TO PROCLAIM

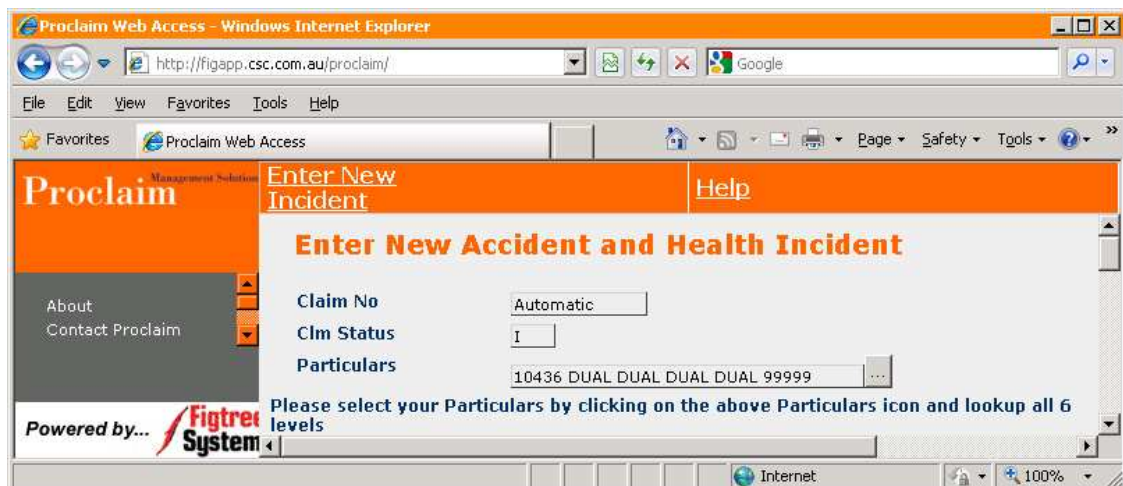
Go to [www.proclaim.com.au](http://www.proclaim.com.au)

Select: **Client Login** and **'Enter a New Incident'** located in the middle of the screen, as shown below:



## 1. General

Once you have logged into the enter new incident screen, claim status and particulars fields will populate automatically and the claim status will default to 'I' for incident.



## 2. Incident

Complete the **Incident** section inserting the **Claimant's surname** (injured person's) and **incident** details.

All fields that have the red '\*', must be completed as shown below:

The screenshot shows a web browser window titled "Proclaim Web Access - Windows Internet Explorer" with the URL "http://figapp.csc.com.au/proclaim/". The page header includes "Proclaim Management Solution", "Enter New Incident", and "Help". A left sidebar contains links for "About", "Contact Proclaim", "Login", and "Logout". The main content area is titled "Incident" and contains a form with the following fields and values:

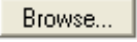
- Surname**: Bloggs \*
- Other Name (s)**: Joe
- Address Line 1**: Level 2
- Address Line 2**: 134 Flinders St
- Suburb**: Melbourne
- State**: VIC
- Post Code**: 3000
- Email**: (empty)
- Claimant Gender**: Male \*
- Home Phone**: 03 9660 5200
- Inc Date**: 31/10/2009 \*
- Brief Description of Incident**: This is what happened... \*
- Attachment/Image-ID**: (empty) \*
- Injury Type**: Fracture \*
- Cause**: Cricket Ball \*
- Body Part**: Fingers \*
- Age Grouping**: 26 - 30 years \*
- Medicare Number**: (empty)
- Private Health?**:
- Online Inc/Clm**: W

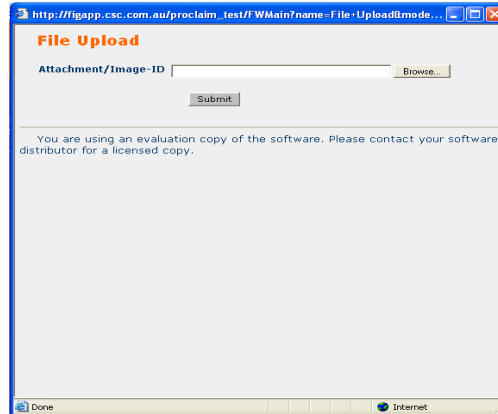
Additional instructions on the right side of the form include: "Select the calendar icon to specify Inc Date or enter with DDMYYYY format." and "Attach all invoices and/or medical certificates if available." A "Submit" button is located at the bottom of the form. The footer of the page says "Powered by... Figtree System".

A **completed claim form** or other **attachments i.e invoices** can be attached to the incident.

To **attach scanned items/invoices**, click on the  button next to

**Attachment/Image-ID**  

The following screen will come up prompting you to  on your machine or server for the file/s you wish to attach.



Once you have selected the file/s, simply click on **Submit** to return to the Incident section.

**To finish entering the incident, click on **Submit** to finish and you have successfully submitted the incident to Proclaim.**

Please record the claim number that will appear at the top of the screen. Print using the printer icon.