



GT CLAIMS ONLINE

When your client has an accident and a claim needs to be lodged, it can now be lodged quickly and easily using **GT Claims Online**.

GT Claims Online provides an alternative to the traditional paper based claim form.

The online web portal is designed to allow brokers, the insured or their representatives to submit claims online.

The submission process is intuitive and adapts to the type of claim and the type of vehicle involved in the incident.

Claims submitted on the portal are received in the claims queue of GT Insurance's internal claims system every two minutes.

What you will need

To successfully submit a claim via **GT Claims Online** you will be required to provide the following mandatory information. It is recommended that this information is on hand prior to commencing the submission.

- The Policy Number related to the insured item
- The Insured Name
- The Insured's ABN (Note: Insureds not registered for GST will be unable to submit claims via **GT Claims Online**)
- A form of vehicle identification other than registration.
For example: VIN, Serial, Chassis, Engine No.

There will be other information required (i.e. Date of Loss), however the portal will prompt the user for any information relevant to the type of incident being reported.

Browser requirements

The portal is accessible from the mainstream browsers – Internet Explorer, Google Chrome, Mozilla Firefox, Safari.

Access to the portal

GT Claims Online can be accessed via GT Insurance's website: www.gtins.com.au

Or directly using the following link:
<https://claimsportal.gtins.com.au/>

User Names &/or Passwords are not required.

Online claims reference number

During the initial stages of the submission **GT Claims Online** will provide the user with a unique reference number.

The reference number should be recorded and can be used to return to an incomplete submission or used as a follow up reference with GT Insurance.

The online claim reference number does not replace the actual claim number which will be advised when the claim is acknowledged.

Thank you for using GT Claims Online.

Visit our website or contact us for more information

Sydney

02 9966 8820

Newcastle

02 4920 8698

Brisbane

07 3210 0666

Townsville

07 4766 8750

Melbourne

03 8623 2666

Adelaide

08 8232 7645

Darwin

08 8981 7510

Perth

08 9324 1963

Albury

02 6023 5308

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