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# Ando Motor Claims FAQs

## 1. How do I reset my Ando Portal password?

You'll need to contact the Ando support team. You can do this by clicking on the link on the login screen to email them.

## 2. What help functionality is available in the Ando Portal?

Once you've logged in to the Ando Portal, from the 'Help' icon you can view:

- **FAQs** – answers to some common questions.
- **Training guide** – a series of videos showing how to complete some key tasks (including searching for a policy, lodging a claim and filling in a claim form).
- **Policy wordings** – a PDF of the Ando policy wordings for house, contents and vehicle.
- **Email Technical support** – a direct link to email [helpme@ando.co.nz](mailto:helpme@ando.co.nz)

## 3. What is my Hello Claims password?

You will not need to enter a separate Hello Claims password if you follow the 'New Claim' or 'View Claims' links from the Ando Portal. You'll only be asked for a Hello Claims password if you bookmark a Hello Claims page and attempt to log in directly.

## 4. Why do some fields in the Ando Portal have a red asterisk beside them?

This indicates the field is a required field and must be completed before searching for your policy. If these are not completed you will see an error message at the bottom of the screen you're on and the field required will have a red border.

## 5. Why are some fields in Hello Claims shaded pink?

This indicates the field is a required field and must be completed before you're able to submit your claim. If these are not completed, you will see an error message in the top right of the screen when you try to click 'Save Changes'. When you fill these fields out the pink shading disappears, so you can quickly find mandatory fields that have not been completed.

## 6. Which number on my documents is the policy number?

If it is a personal lines policy, the policy number will begin with 'PER-P...' and if it is a commercial policy, the policy number will begin with 'COM-P...'

Please note that if the number you are looking at starts with 'PER-Q...' or 'COM-Q...' this is the quote number and you cannot search on this number. If you can't find the policy number on your policy documents, either search by client or contact the Ando Claims team.

## 7. When can I search for a policy by registration number?

You can search for a vehicle using registration number if the vehicle is insured as a private motor vehicle, or there are fewer than ten vehicles on the commercial policy. You cannot search by registration on a fleet risk.

To be able to search by registration number at claim time, the registration number of the insured vehicle must have been provided to Ando at the time the policy was bought.

## 8. What do I do if I can't find the client I am looking for?

Make sure you are searching for the client name as it appears on the policy document. If you still cannot find the client, email the claims team at [motorclaims@ando.co.nz](mailto:motorclaims@ando.co.nz)

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**9. What do I do if I can't find the policy or risk I want to make a claim on?**

If you can't find the policy or risk you wish to claim on, email [motorclaims@ando.co.nz](mailto:motorclaims@ando.co.nz) and the claims team will assist.

**10. Can I use the browser 'back' button?**

Do not use the browser back button after clicking 'Claim' in broker portal, just click 'New Search' to return to the search page.

If you have not just clicked the claim button you can use the back button in your browser.

**11. How do I know my claim has been submitted?**

When you have filled out all the claim information and agreed to the terms and declarations, click the 'Save Changes' button. The fields you just completed will disappear and a green banner reading 'Claim Submitted Successfully' will appear at the top of the page. A line indicating the date and time and user who submitted the claim will display underneath the declarations. You can take note of the Hello Claims job number that displays in this line for your records, but if you have elected to receive email communications this number will be included in the email you receive.

You can still upload further documents and photos to your claim submission, but you cannot make further changes to the information you have submitted.

**12. What do I do if I want to make a change to the information I have already submitted?**

You will not be able to edit the claim information after you have submitted the claim. Let the claims team know if you need to change any of the claim information you have already submitted. You can contact the claims team by emailing [motorclaims@ando.co.nz](mailto:motorclaims@ando.co.nz)

**13. What do I do if I have made one claim and want to make a second claim?**

If the second claim you wish to lodge is on a different risk on the same policy, you can just click the claim button against the correct risk line.

If the second claim you wish to lodge is on the same risk on the same policy the claim button will be greyed out, so people don't accidentally create multiple claims. Simply click the 'New Search' button and re-search for the policy you wish to claim on.

If the second claim you wish to lodge is on a different policy simply click the 'New Search' button and search for the policy you wish to claim on.

**14. What do I do if multiple insured vehicles were damaged in a single event?**

Create a new claim from the Ando Portal for each insured vehicle involved in the claim. You can do this by clicking the claim button on the appropriate risk, as per question 13.

**15. How do I capture the details of third parties involved in the claim?**

In Hello Claims in the Third Party section, you can click the button 'Add Third Party' and fill out as many third party details as you have available. You can click the 'Add Third Party' button multiple times to add multiple third parties and click the 'Delete This Third Party Button' if you wish to delete one of the third parties from your submission.

**16. What do I do if I clicked 'claim' on the wrong risk?**

Send an email to [motorclaims@ando.co.nz](mailto:motorclaims@ando.co.nz) with the details of the risk you accidentally clicked on (client name, policy number, registration number, etc.). Exit out of the Hello Claims tab without saving your changes and the Ando team will close this claim for you. Click the 'New Search' button in the Ando Portal to search again and find the correct risk to claim on.

**17. How do I request a tow?**

Indicate a tow is required when you submit the claim form by setting the 'Vehicle requires towing?' field in Hello Claims to 'Yes'. The claims team will arrange a tow for you.

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## 18. How do I set up automatic emails and SMS to the insured?

Enter in the insured's contact details in Hello Claims if they have not already been pulled through from the policy. Next to the field for email address there are three buttons under the label 'Customer Update'. Select the checkboxes for email and/or SMS if you want the customer to receive these methods of communication.

If you wish to be cc'd in the emails to the insured, you can select yourself or a representative from your company as the broker contact and set the field 'Keep Broker Informed' to 'Yes'. Note, if you select this option but have not set up the insured or main contact to receive emails you will not be cc'd in any emails.

## 19. How do I set up automatic emails and SMS to a main contact who is NOT the insured?

In Hello Claims, untick the checkbox in the insured contact details section labelled 'Set as the main contact?'.

A main contact section will display under the broker section (or additional insured section if applicable). You can enter the main contact details in these fields and select the email and/or SMS checkboxes that appear next to the 'Main Contact' email section.

If you wish to be cc'd in the emails to the main contact, you can select yourself or a representative from your company as the broker contact and set the field 'Keep Broker Informed' to 'Yes'. Note, if you select this option but have not set up the insured or main contact to receive emails you will not be cc'd in any emails.

## 20. How do I set up automatic emails and SMS to the broker only?

If you do not want the insured to receive any communications, but do want to receive emails or SMS messages yourself, simply set yourself as the main contact and set the field 'Keep Broker Informed' to 'No' so you don't receive the emails twice.

## 21. What are the automatic emails that get sent to the insured/main contact/broker?

There are three messages that get sent automatically if the customer, main contact or broker has elected to receive email or SMS updates. One when the claim is first submitted, one when the repairs are approved and one when the repairs are complete.

## 22. What do I do if I don't know the postcode of the accident or vehicle location?

When entering an address, you can use the 'Enter Address' field to autofill the other address fields. If the address is a street address it should return the postcode automatically. If you only know the general area of the accident, rather than a specific address enter a location description into the 'Address 1' field, a city and 0000 as the postcode if you do not know it.

## 23. How do I view the status of a claim I have already submitted?

If you have just submitted a claim you can click the 'Go to Claim' button, which will show next to 'Save Changes' after you have submitted your claim.

Alternatively, at any time you can hover over the 'View Claims' button at the top of the page on the Ando Portal and select 'View Motor Claims' from the drop down. This will take you to Hello Claims where you can view a list of open repair jobs associated with your broker company. You can click on these to see more information or use the search bar to search for a specific claim number, client or registration number.

**Need help?**

Email [helpme@ando.co.nz](mailto:helpme@ando.co.nz)

