

# CoverWallet for Agents

## Quick start guide

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### How to log in

1. Click the Log in button on the landing page  
<https://www.aondirect.com.au/en-au/landlords-agents/insurance/real-estate-agents>
2. Enter your username and password provided
3. To reset your password, click Forgot password and enter your registered email address. A reset password email will be sent to your inbox.

*Note: this is the email address you registered your account with when signing up to become a distributor with Aon.*

### How to add additional agents to your portal:

1. Select the My Agency button on the top bar.
2. Click on +Add new agent
3. Fill in the new agents details and select Add agent. This will add the new agent to your agency list.

*Note: If you would like to change your agency trading name, legal name, ABN, agency email or phone number, you will need to contact the Aon Landlords team on 1800 010 248.*

### View Portfolio

1. Select all applications from the Dashboard and click on Active accounts to view your portfolio.
2. Select the additional tabs across the left-hand banner to view:
  - Open quotes: To view any open quotes you might have submitted
  - All applications: To view all applications available in your portfolio
  - Renewals: To view policies due for renewal in your portfolio

### How to quote a new client

1. Select Quote New Client on the dashboard.
2. Follow through the questions filling out the Landlords details & property to be insured details.
3. Proceed to make payment if the Landlord has provided consent or share with the Landlord to finalise payment, if consent has not been provided.

#### **Note the two types of products:**

1. **Rental Protection Plus Advantage** can cover your property for damage as well as any loss of income you might sustain while the property is out of action. The level of cover and price are fixed per state for Rental Protection Plus Advantage and includes set cover for:
  - Contents up to \$50,000
  - Loss of Rent up to \$50,000
  - Theft by tenant
  - Rent Default



- Public Liability \$20 Million

2. **Rental protection Plus** is a customisable insurance policy that allows customers to select and pay for only the coverages they need including building insurance. Premiums vary depending on the cover and excess selected. For more information or to arrange a quote contact us on 1800 010 248.

### How to process a renewal

1. Select View Renewals on the dashboard.
2. Once a policy has been marked as Ready to bind (renew) by Aon, you can accept and choose payment for the policy, click Renew Policy
3. Review the Quote details and click Proceed to Renew
4. Ensure you still have, or re-obtain written authority from the Landlord and select the tick box. Click Proceed to Renew to make payment.
5. You can pay the Landlord's policy on their behalf by following the Bpay payment instructions on the tax invoice.
6. Sign to authorise on behalf of the Landlord and click Submit. The Landlords policy has now been renewed. You will receive an email from Aon confirming that the Landlord policy is active.

*Note: This section will only show policies that which are marked as ready to bind (renew) by the Aon team and which are required to be sent out to the Landlords to accept and make payment. Once the payment has been received, the policy status will be marked as "Active customer" and the policy can be viewed under the Active Accounts tab.*

**Phone:** 1800 010 248

Mon – Fri 8:30am – 5:00pm AEST

**Email:** [property.managers@aondirect.com.au](mailto:property.managers@aondirect.com.au)