

Coverwallet for Agents

USER GUIDE

AON

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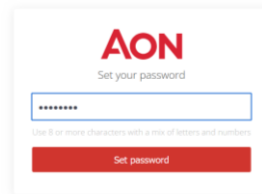
Agency Onboarding

Onboarding Process

If you've already signed the revised distributor agreement.

- You will receive an email containing a link to setup your password and complete the portal access setup
- Enter the new password

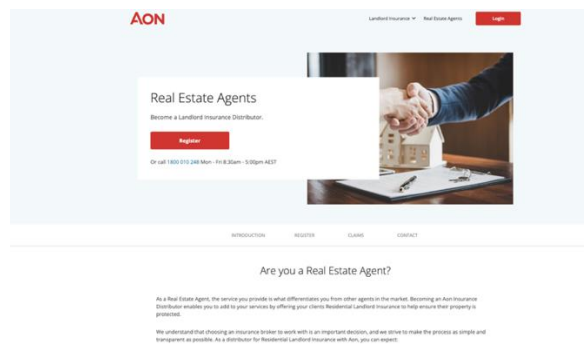
Manage your insurance policies online.



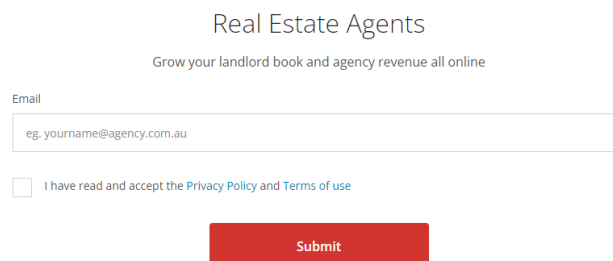
- Click **Set Password**

If you're registering your interest to be an Aon distributor for the first time

- Visit the Real Estate Agent webpage on <https://www.aondirect.com.au/insurance/landlord/real-estate-agent>



- Click the **Register** button
- Enter your **email address** to sign up and click **Submit** to proceed.



- You will receive an activation email to activate your account
- Click on the **Access Aon Portal** button in the email
- Fill in your agency registration information and click continue to proceed.

AON

Agency information

If you would like to change your agency's information, please contact the Aon Landlords team

Agency Information
 Personal Information
 Sign

Agency name (trading name)

Agency legal name

ABN

Agency email

Agency phone number

Logo (optional)

This logo will be displayed on your agency's application. We support .jpg, .png and .svg image files.

[Privacy policy](#) | [Legal](#) | [Financial Services Guide](#) | [Term of Business Agreement](#)

[Save & Continue >](#)

AON

Agency address(es)

If you would like to change your agency's information, please contact the Aon Landlords team

Agency Information
 Personal Information
 Sign

Street Address

Floor/apartment number (optional)

Suburb

State

Postcode

7	8	9
4	5	6
1	2	3
0		

Is your postal address the same as your business address? Yes No

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[Back](#) [Save & Continue >](#)

AON

Personal information

You will be added as the account's Principal Agent. This can be changed later.

Agency Information
 Personal Information
 Sign

First Name

Last Name

Email
The agent will use this email to login to the platform

Phone Number

[Privacy policy](#) | [Legal](#) | [Financial Services Guide](#) | [Term of Business Agreement](#)

[Back](#) [Save & Continue >](#)

- Click the **Review** button and complete the Distributor Agreement

The screenshot shows the AON onboarding interface. At the top left is the AON logo. On the right, the user name 'Karan Test' is displayed. A navigation sidebar on the left contains three items: 'Agency Information', 'Personal Information', and 'Sign', with 'Sign' being the active step. The main heading is 'Sign and review the Compliance Kit and Aon Distributor Agreement', followed by the subtext 'Your application's approval is subject to third-party checks.' Below this, a paragraph explains that becoming an Aon Distributor requires compliance with legal obligations and that the user is reviewing the Distributor Agreement and Compliance Kit. A prominent red button labeled 'Review documents' is centered, with 'Powered by DocuSign' to its right. At the bottom of the main content area, there are 'Back' and 'Save & Continue' buttons. A footer contains links for 'Privacy policy', 'Legal', 'Financial Services Guide', and 'Term of Business Agreement'.

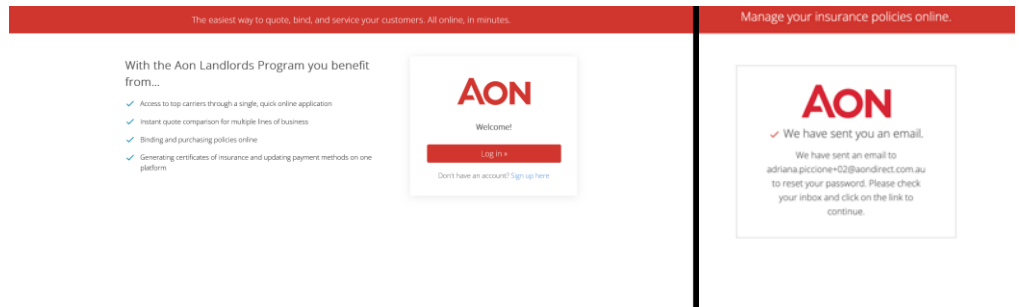
- Click Submit

The screenshot shows a 'Thank you!' confirmation page. At the top left is the AON logo. On the right, the user name 'sowmya03141042 test' is displayed. The page features a central white box with a rocket icon at the top. The main text reads 'Thank you! We have received your agency's application.' Below this, a paragraph states: 'Once we review the information provided, within X days you will receive an email confirming your agency registration and you will be ready to start quoting and binding in the platform.' A final line of text provides contact information: 'For any questions please contact us at the following email property.managers@aondirect.com.au or phone number 1800 010 248'. At the bottom of the page, there are links for 'Privacy policy', 'Legal', 'Financial Services Guide', and 'Term of Business Agreement'.

Agent Login

Accessing the Portal

- Click the **Log in** button on the landing page.



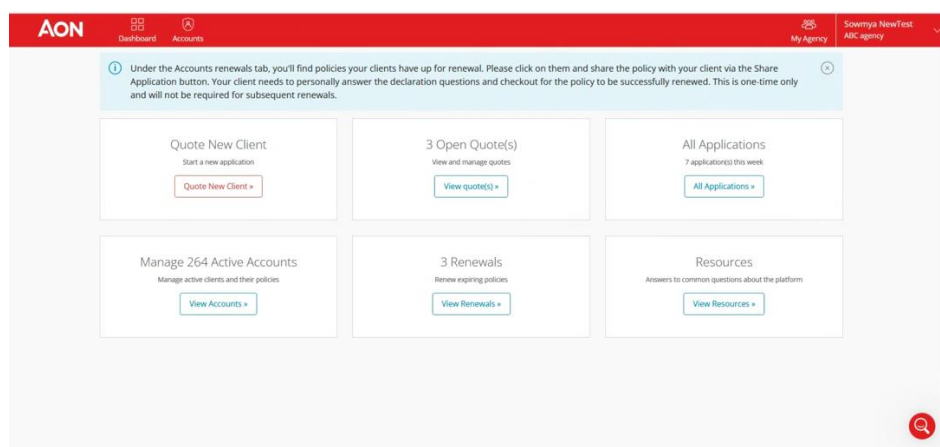
- Enter your **username** and **password** in the respective fields and then click **Log in**.
- To reset your password, click **Forgot password** and enter your registered email address. A reset password email will be sent. Click on the reset password link, then enter a new password to proceed

Dashboard

Dashboard/ Quick Links

The dashboard displays a selection of quick links to various sections of the portal. The available options are as follows:

- The **Dashboard** button in the top bar can be used to return to the Home/Dashboard screen at any stage in time.
- The **Accounts** button in the top bar can be used to view your current portfolio including any open quotes you might have submitted.
- The **My Agency** button can be used to view and edit agency details
- Click on **Your name** to expand the dropdown to access the contact information for the Aon Landlords Insurance team and to log out.
- The **Renewal** button can be used to view policies due for renewal in your portfolio.
- The **Resources** button can be used to access additional resources to assist you to better understand and interact with the platform.

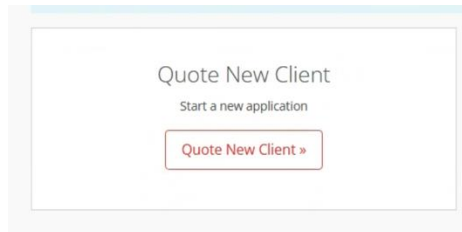


Quote New Client

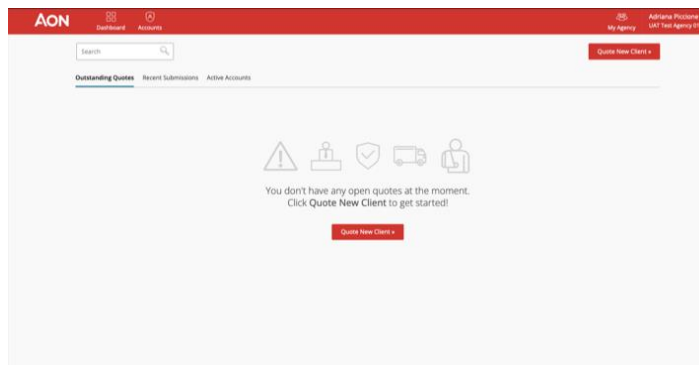
Methods

There are two ways to obtain a quote for a new client:

- **Method 1:** Select **Quote New Client** on the dashboard.



- **Method 2:** Click on **Accounts** on the top banner and select the **quote new client** button. This will direct you into the online journey.

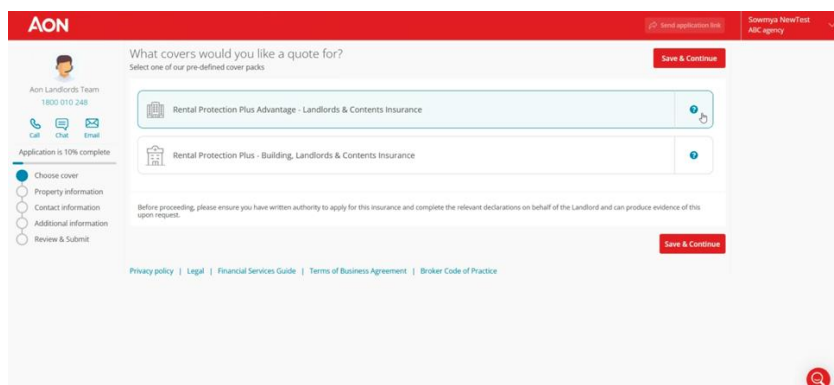


Product Selection

You will be provided an option to choose one of the two products available on the platform; namely, **Rental Protection Plus Advantage (RPPA)** and **Rental Protection Plus (RPP)** which you can select on the below screen. The details associated with the coverage under each product will be available in the **Product Brochures** shared or can be accessed via the **Resources** tile on the dashboard. Please note that building coverage is not included under the RPPA product.

Rental Protection Plus Advantage (RPPA)

Note! This is the fixed price packaged policy



Tip! You can find the contact information for **Aon's landlord team** in the left pane.

Tip! You can click the **Question Mark icon** to discover tool tips.

Note! *Before proceeding, please ensure you have written authority to apply for this insurance and complete the relevant declarations on behalf of the Landlord and can produce evidence of this upon request.*

Residential Protection Plus Advantage

If your client would like to obtain a **Rental Protection Plus Advantage** quote follow the steps outlined below:

- Select the respective product tile and click **Save and Continue**

The screenshot shows the AON website interface for selecting insurance covers. The main heading is "What covers would you like a quote for?". Below this, there are two product tiles. The first tile, "Rental Protection Plus Advantage - Landlords & Contents Insurance", is highlighted. The second tile, "Rental Protection Plus - Building, Landlords & Contents Insurance", is also visible. A sidebar on the left contains a progress indicator and navigation links. A "Save & Continue" button is located at the top right of the main content area.

- Enter the **Street Address** of the property being insured and click **Save and Continue**

The screenshot shows the AON website interface for entering property details. The main heading is "Property details". Below this, there is a map of Perth, Australia, and a form for entering property details. The form fields include "Street Address" (3 Thelma Street), "Floor/apt/suite number (optional)", "Suburb" (West Perth), "State" (WA), and "Postcode" (6005). A sidebar on the left contains a progress indicator and navigation links. A "Save & Continue" button is located at the top right of the main content area.

Note!

- **Entering an address will automatically capture information from Google Maps**
- **Floor/Apt/Suite Number will need to be manually populated**
- **If the Client's address is not listed, you can simply type the information in**

- Provide details about the build of the Landlord's property.

AON Landlord Insurance
Property details
for 3 Thelma Street, West Perth, WA, 6005

What year was the property built? 2000

What best describes the insured building?

- Free Standing House
- Semi-detached House
- Terrace
- Townhouse, Villa or Duplex
- Retirement Village
- Unit or Flat
- Relocatable Home
- Caravan-Other
- Display Home
- Other

Back Save & Continue

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AON Landlord Insurance
Property details
for 3 Thelma Street, West Perth, WA, 6005

What is the primary construction material of the walls?

- Brick or Brick Veneer
- Weather Board
- Aluminium Siding/Cladding
- Concrete/Masonry Block
- Fibro
- Iron
- Steel
- Stone
- Wood/Timber
- Mud Brick
- Other

Back Save & Continue

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- Click **Save & Continue**

- Provide details about the usage and occupancy of the property

AON Landlord Insurance
 Property details
 for 3 Thelma Street, West Perth, WA, 6005

Is the property used for short term and/or holiday rental?
 Yes No

Has the property been or expected to be unoccupied for a duration longer than 60 days from the start of the policy?
 Yes No

Short term and/or holiday rentals are defined as properties that are tenanted for a duration of less than 12 weeks per year.

Application is 50% complete

Choose cover
 Property information
 Contact information
 Additional information
 Review & Submit

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- Click **Save & Continue**
- Enter the **Landlord's First Name, Last Name, Email and Phone Number. Do not include your own information in this section.**

AON Contact information
 Contact Information

Landlord First Name: test

Landlord Last Name: sowmya

Landlord Email: sowmya02131050@aon.com

Landlord Phone Number: 0226543456

I agree to the Website Terms of Use and Privacy Policy

Application is 60% complete

Choose cover
 Property information
 Contact information
 Additional information
 Review & Submit

Privacy policy | Legal | Financial Services Guide | Terms of Business Agreement | Broker Code of Practice

- Confirm **Agreement** to Website Terms of Use and Privacy Policy.
- Click **Save and Continue**

- Enter the details of the entity that will be taking out the policy

Note! I acknowledge that I have written authority to apply for this insurance and complete the relevant declarations on behalf of the Landlord and can produce evidence of this upon request. I will promptly provide the Landlord with a copy of all insurance documentation once received from Aon.

- Ensure you have obtained written authority from the Landlord and select the **tick box**. If you do not have written authority from the Landlord, you cannot proceed. If you don't have authority you can share the application with the Landlord to complete themselves.

Note! An error will display if you attempt to proceed without having ticked the acknowledgement and you will not be able to complete this application on behalf of your landlord client.

- Provide details of any applicable mortgage on the property

- Click **Save & Continue**

Complete the declarations on behalf of the Landlord.

AON Send application link Sowmya NewTest ABC Agency

Landlord Insurance Back Save & Continue

Declarations

Aon Landlords Team
1800 010 248

Application is 80% complete

- Choose cover
- Property information
- Contact information
- Additional information
- Review & Submit

Does the Landlord:

- Provide accommodation services such as student accommodation, motel or hostel accommodation, bed and breakfast or boarding house accommodation?
- Lease, or intend to lease property to businesses, organisations or charities that provide community, public or social housing accommodation services?
- Sublease or provide multi-lease arrangements?
- Lease the property for commercial purposes (other than a residential rental property)?
- Operate a business whose main business activity is residential building construction, demolition, land or property, redevelopment?

Yes No

Do any of the following statements apply to the Landlord's property?

- For sale, being demolished, under initial construction or undergoing renovation requiring the removal of the external walls or roof
- Currently threatened by fire, flood, named cyclone, or earthquake within the past 3 days.
- Been flooded or inundated by water more than once in the last 10 years

Yes No

Back Save & Continue

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AON Send application link Sowmya NewTest ABC Agency

Landlord Insurance Back Save & Continue

Declarations

Aon Landlords Team
1800 010 248

Application is 80% complete

- Choose cover
- Property information
- Contact information
- Additional information
- Review & Submit

Do any of the following statements apply to the Landlord?

- In the last 5 (five) years, has the Landlord been charged with or convicted of, any criminal offences?
- In the last 5 (five) years, has the Landlord suffered any loss or damage or had any claims made against them?
- In the last 4 (four) week period, has the rent been in arrears for the property?
- Has any insurer refused, cancelled cover or required any special terms to insure the Landlord?

Yes No

Back Save & Continue

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- Enter the policy **Start date**

AON Send application link Sowmya NewTest ABC Agency

Policy start date Back Save & Continue

Please select a start date for the policy

Aon Landlords Team
1800 010 248

Application is 90% complete

- Choose cover
- Property information
- Contact information
- Additional information
- Review & Submit

Back Save & Continue

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- Click **Save & Continue**

- **Review** the entered details on the application to ensure they are accurate.

AON Send application link Sowmya NewTest AIC agency

Review & Submit Back Submit

Please carefully review the information provided to make sure all the responses to questions are answered accurately. If inaccurate information is provided, the insurer may cancel the policy or reduce the amount it is required to pay if a claim is made on the policy, or both. If the failure to disclose accurate information is fraudulent, the insurer may refuse to pay a claim and treat the contract as if it never existed.

Policy Coverage

Covers selected: Rental Protection Plus Advantage - Landlords & Contents Insurance

Property details

Enter the address of the property to be insured: 3 Thelma Street, West Perth, WA, 6005

Property details

What year was the property built?: 2000
 What best describes the insured building?: Free Standing House
 What is the primary construction material of the walls?: Brick or Brick Veneer

Property details

Is the property used for short term and/or holiday rental?: No
 Has the property been or expected to be unoccupied for a duration longer than 60 days from the start of the policy?: No

Contact information

Landlord First Name: test
 Landlord Last Name: sowmya
 Landlord Email: sowmya02131050@aon.com
 Landlord Phone Number: 0226543456

Additional information

Who will the policy be held by?: Person
 Please provide the full name of the policy holder: test
 I acknowledge that I have written authority to apply for this insurance and complete the relevant declarations on behalf of the Landlord and can produce evidence of this upon request. I will promptly provide the Landlord with a copy of all insurance documentation once received from Aon.: true
 Is there a mortgage on the property?: No

Declarations

Does the Landlord:

- Provide accommodation services such as student accommodation, motel or hostel accommodation, bed and breakfast or boarding house accommodation?
- Lease, or intend to lease property to businesses, organisations or charities that provide community, public or social housing, accommodation services?
- Sublease or provide multi-lease arrangements?
- Lease the property for commercial purposes (other than a residential rental property)?
- Operate a business whose main business activity is residential building construction, demolition, land or property, redevelopment?

Do any of the following statements apply to the Landlord's property?: No

- For sale, being demolished, under initial construction or undergoing renovation requiring the removal of the external walls or roof
- Currently threatened by fire, flood, named cyclone, or earthquake within the past 3 days
- Been flooded or inundated by water more than once in the last 10 years

Do any of the following statements apply to the Landlord?: No

- In the last 5 (five) years, has the Landlord been charged with or convicted of, any criminal offence?
- In the last 5 (five) years, has the Landlord suffered any loss or damage or had any claims made against them?
- In the last 4 (four) week period, has the rent been in arrears for the property?
- Has any insurer or refused, cancelled cover or required any special terms to insure the Landlord?

Policy start date

Please select a start date for the policy: 2024-02-13

Back Submit

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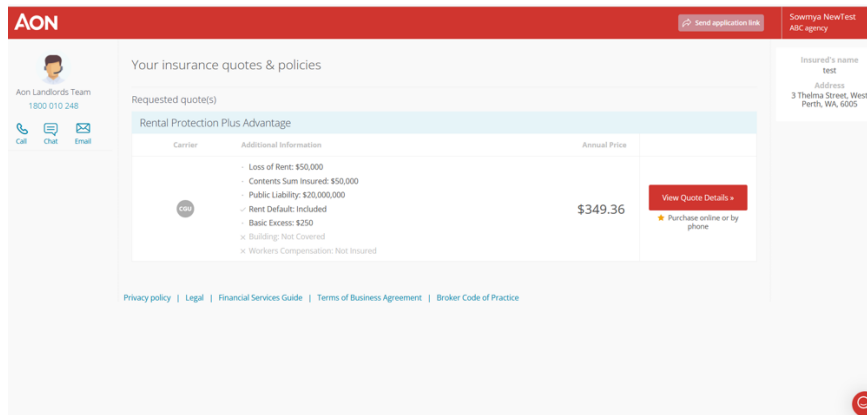
- **Click Submit**

AON Send application link Sowmya NewTest AIC agency

Loading

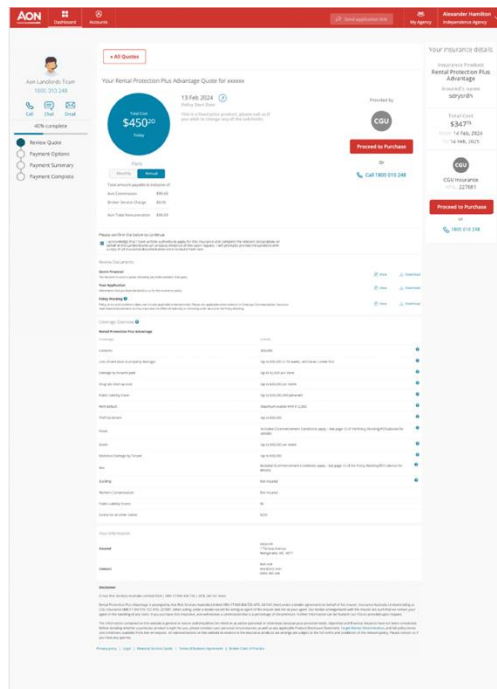
Please wait a moment. We are working to obtain the insurance quotes. If you don't feel like waiting, you can close the session and we'll send the quotes by email.

- The system will then generate a quote, based on the responses provided.
- You will then be presented with an overview of the quote. Click **View Quote Details**.



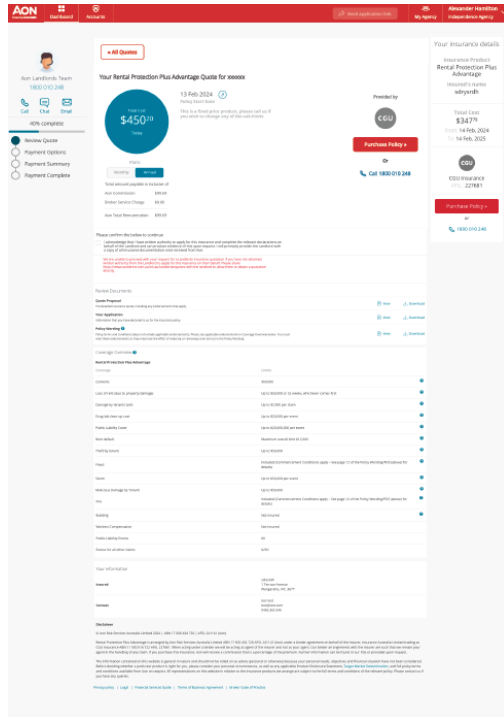
Acceptance and Payment

- The Landlord's quote is ready for payment.



- The authority box that you previous ticked will be carried over to this section. Before proceeding, double-check to ensure you have obtained written authority from the Landlord.

- Proceed by clicking **Purchase Policy**.



- If you proceeded to this stage and did not have the written authority to purchase on behalf of the Landlord, uncheck the box and do not proceed.

Note! I acknowledge that I have written authority to apply for this insurance and complete the relevant declarations on behalf of the Landlord and can produce evidence of this upon request I will promptly provide the landlord with a copy of all insurance documentation once received from Aon.

- Obtain authority from the Landlord and select the tick box.
- Click **Purchase Policy** to proceed.

AON Send application link Sowmya NewTest
ABC agency

Select your preferred payment option « Back Save & Continue »
Take action to start the Landlord's coverage today

Choose the payment plan that suits the Landlord most Full Payment

Choose the Landlord's payment method Invoice Property Manager

Your Order Summary

Description	Amount
Total Premium	\$339.22
Base Premium	\$277.82
GST on Premium	\$27.78
Stamp Duty	\$33.62
Total Cost	\$339.22
	Due Today

« Back

Save & Continue »

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Your insurance details

Insurance Product
Rental Protection Plus Advantage

Insured's name
shivlandrrpa

Total Cost
\$339²²

From: 1 Feb, 2024
To: 1 Feb, 2025

Carrier logo
CGU Insurance
AFSL: 227681

Send application link

Anshula Verma
test A0681 Agency

« Back

Save & Continue »

Your insurance details

Insurance Product
Rental Protection Plus Advantage

Insured's name
Anshula-test client

You can pay the Landlord's policy on their behalf by following the Bpay payment instructions on the tax invoice.


To: 13 Feb, 2025

Amount
\$450.20
\$356.04
\$19.44
\$17.55

CGU
CGU Insurance
AFSL: 227681

- The payment is automatically defaulted to allow the Property Manager to make payment on behalf of the Landlord.
- You can pay the Landlord's policy on their behalf by following the Bpay payment instructions on the tax invoice.

AON
Send application link
Sowmya NewTest
ABC agency



Aon Landlords Team
1800 010 248

Call Chat Email

80% complete

- Review Quote
- Payment Options
- Payment Summary
- Payment Complete

Review and Submit

Click on "Submit" to accept this quote and submit your payment details

Payment Review

Effective Policy Period: From 01 Feb, 2024 to 01 Feb, 2025

Total Amount Payable: \$339.22

Payment Due today: \$339.22

Agreement

By clicking submit, you, the property manager, on behalf of the Landlord acknowledge and declare that:

- The Landlord's insurance policy coverage is subject to the full terms and conditions of the [policy wording](#) and the specific coverage terms, sub-limits and endorsements set out in the Landlord's quote and the information provided in the [landlord's application](#).
- You are authorised, have read and understand our [important Notices](#) including the Landlord's [Duty of Disclosure](#) to the Insurer.
- You are authorised and accept our [Terms of Business and Financial Services Guide](#)
- Aon may collect, use, store and disclose personal information to offer, promote, provide, manage and administer the financial services and products we and our group of companies offer, in the manner set out in the [Aon Privacy Notice](#). For further information about our privacy practices, please refer to the [Aon Australia Group Privacy Policy Statement](#), a copy of which can also be sent to you on request.
- By proceeding with this insurance policy, you acknowledge that the Landlord is aware that you, acting as their property manager, may be paid a fee by Aon which represents 7.5% of policy premium. You are authorised to consent on behalf of the Landlord to sharing the Landlord's information including but not limited to, their insurance details, with you as their nominated property manager.

Future renewals

To help the Landlord stay protected, the landlord's insurance policy renewal will be offered based on expiring information. We will send you the Landlord's renewal documents up to 30 days in advance of their renewal date so you have plenty of time to review the Landlord's information and advise us of any changes, prior to accepting the renewal terms.

Sign to Authorise and Accept on behalf of the Landlord.

shivani

Questions? Call us at 1800 010 248

« Back Submit »

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Your insurance details

Insurance Product
Rental Protection Plus Advantage

Insured's name
shivlandrrpa

Total Cost
\$339²²


From: 1 Feb, 2024
To: 1 Feb, 2025

Carrier logo
CGU Insurance
AFSL: 227681

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- Review and submit payment.

AON
Send application link
Sowmya NewTest
ABC agency




Aon Landlords Team
1800 010 248

Call Chat Email

100% complete

- Review Quote
- Payment Options
- Payment Summary
- Payment Complete



Your Landlord's policy documents

Please download the policy documents below and share them with the Landlord.
You will receive an invoice for payment in 1-2 business days.

We value your feedback.
We'd like to hear about your online experience with Aon.

Start Survey

Documents	Actions
Policy Wording	View Download
Financial Services Guide	View Download
Tax Invoice	This will be sent to your nominated email address, when available.
Policy Schedule	This will be sent to your nominated email address, when available.
Your Application	View Download
Certificate of Currency	This will be sent to your nominated email address, when available.

If you need anything in the meantime, please contact us on 1800 010 248

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Your insurance details

Insurance Product
Rental Protection Plus Advantage

Insured's name
shivlandrrpa

Total Cost
\$339²²

From: 1 Feb, 2024
To: 1 Feb, 2025

Carrier logo
CGU Insurance
AFSL: 227681

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Rental Protection Plus (RPP)

Rental Protection Plus

If your client would like to obtain a **Rental Protection Plus** quote follow the steps outlined below:


- Select the respective product tile and click **Save and Continue**


The screenshot shows the AON website interface for selecting insurance covers. The header includes the AON logo, a 'Send application link' button, and the user's name 'Sowmya Mudunuri' with '1st Choice Property International Pty Ltd' below it. The main heading is 'What covers would you like a quote for?' with a sub-heading 'Select one of our pre-defined cover packs'. A 'Save & Continue >' button is in the top right. On the left, there is a sidebar with the Aon Landlords Team contact information (1800 010 248) and a progress indicator showing 'Application is 10% complete'. The progress steps are: Choose cover (selected), Property information, Contact information, Additional information, and Review & Submit. Two cover options are displayed as tiles: 'Rental Protection Plus Advantage - Landlords & Contents Insurance' and 'Rental Protection Plus - Building, Landlords & Contents Insurance' (which is highlighted in blue). A 'Save & Continue >' button is located at the bottom right of the cover selection area. At the bottom of the page, there are links for 'Privacy policy', 'Legal', 'Financial Services Guide', and 'Terms of Business Agreement'.

- Enter the Street Address of the property being insured and click **Save and Continue**



The screenshot shows the 'Property details' step of the AON website. The header includes the AON logo, the user's name 'Sowmya Mudunuri', and '1st Choice Property International Pty Ltd'. The main heading is 'Property details' with a sub-heading 'Enter the address of the property to be insured'. A 'Back' button is in the top left and a 'Save & Continue >' button is in the top right. On the left, there is a sidebar with the Aon Landlords Team contact information and a progress indicator showing 'Application is 20% complete'. The progress steps are: Choose cover, Property information (selected), Contact information, Additional information, and Review & Submit. The main form area contains input fields for 'Street Address', 'Floor/apt/suite number (optional)', 'Suburb', 'State', and 'Postcode'. The 'Postcode' field is a numeric keypad with digits 7, 8, 9, 4, 5, 6, 1, 2, 3, and 0. A 'Back' button is in the bottom left and a 'Save & Continue >' button is in the bottom right. At the bottom of the page, there are links for 'Privacy policy', 'Legal', 'Financial Services Guide', and 'Terms of Business Agreement'. The footer text reads 'Powered by coverwallet'.

- Enter your contact details and click **Save and Continue**





Aon Landlords Team
1800 010 248

 Call
  Email

Application is 60% complete

- Choose cover
- Property information
- Contact information
- Additional information
- Review & Submit

Contact Information

Please fill in the contact details of the policyholder

« Back
Save & Continue »

Landlord First Name

Landlord Last Name

Landlord Email


Phone Number


I agree to the Website [Terms of Use](#) and [Privacy Policy](#)

« Back
Save & Continue »



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Aon Landlords Team
1800 010 248

 Call
  Email

Application is 70% complete

- Choose cover
- Property information
- Contact information
- Additional information
- Review & Submit

Additional information

for 201 Kent Street, Maryborough, QLD, 4650

« Back
Save & Continue »

Who will the policy be held by?


Person
Company
Trust
Superannuation Fund
Deceased Estate


Please provide the full name of the policy holder

« Back
Save & Continue »



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Aon Landlords Team
1800 010 248

 Call
  Email

Application is 90% complete

- Choose cover
- Property information
- Contact information
- Additional information
- Review & Submit

Policy start date

When would you like your policy to start?

« Back
Save & Continue »

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- Review the details entered to ensure they are accurate and click **Submit**

- The following message will be displayed by the platform

- The Aon broker will arrange for a quote and update the client record
- The Aon broker will then share the quote via an email with both you and the landlord

Note: The declarations and the payment for the policy cannot be completed by a Real Estate Agent. They will require completion by the Landlord.

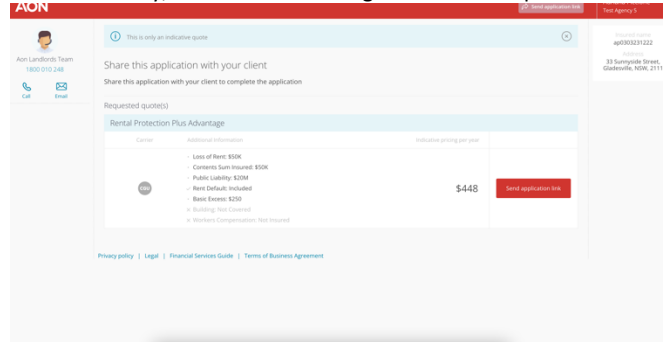
Share Application

Methods

Click on the **share application link** button to easily share your client's application via email at any stage in the web journey by clicking on the button in the top bar.

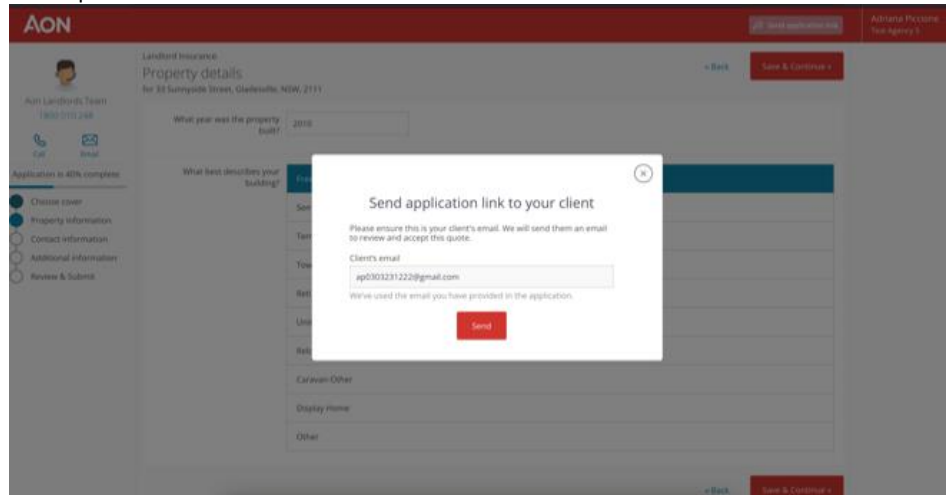


Or alternatively, share after receiving the indicative quote.

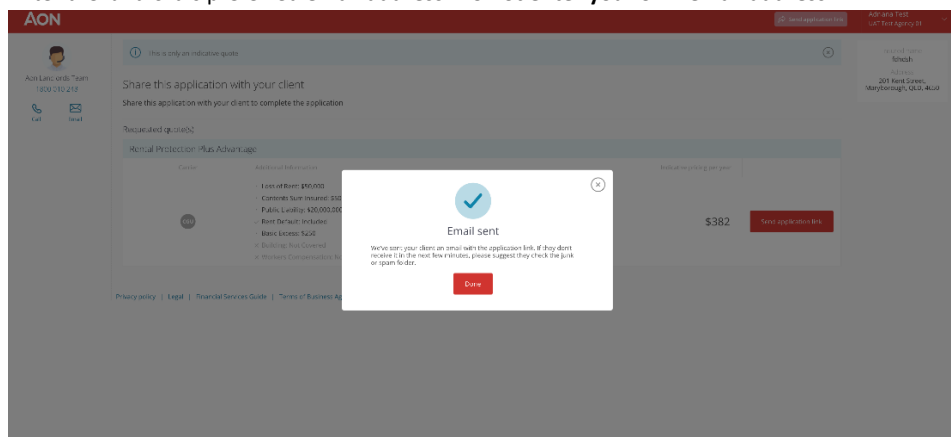


Process

- Click on **Send Application Link** button on the top bar or next to the indicative quote and enter the client's preferred email address



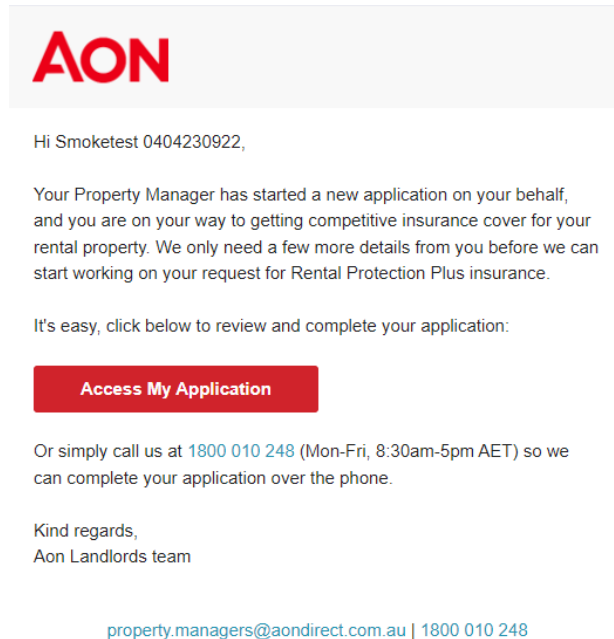
- Enter the landlord's preferred email address. **Do not enter your own email address.**



- Click **Send**

Application Link

- Your client will receive the below email and can continue the application process by clicking on the **Access My Application** button



Reminders

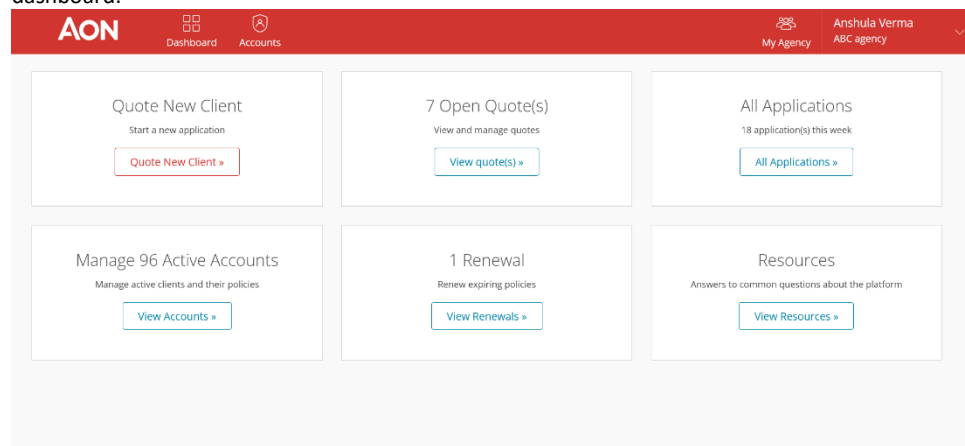
The platform also sends out a series of reminders to both the landlord and the real estate agent at defined timeframes to seek action from the landlord on the provided quote.

Renewal

Rental Protection Plus Advantage (RPPA)

Viewing your Renewals

To be presented with a list of policies that are ready to be renewed, click the **View Renewals** button on the dashboard.



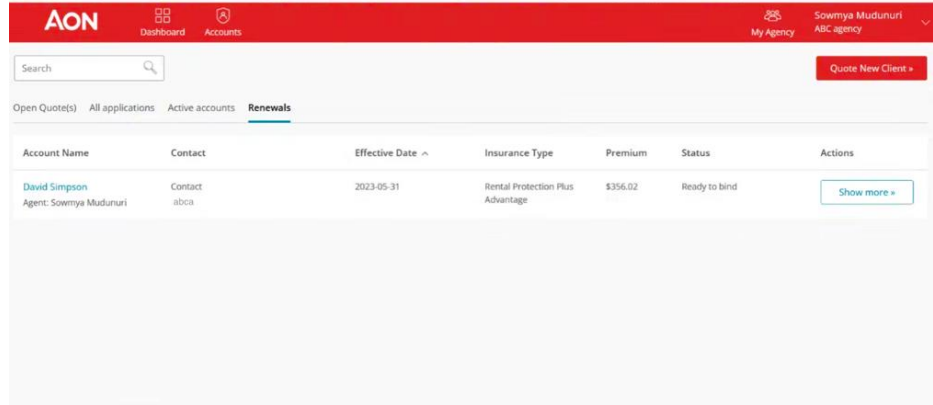
*Note: This section will only show policies that which are marked as **ready to bind** (renew) by the Aon team and which are required to be sent out to the Landlords to accept and make payment.*

Once the payment has been received, the policy status will be marked as Active and the policy can be viewed under the Active Accounts tab.

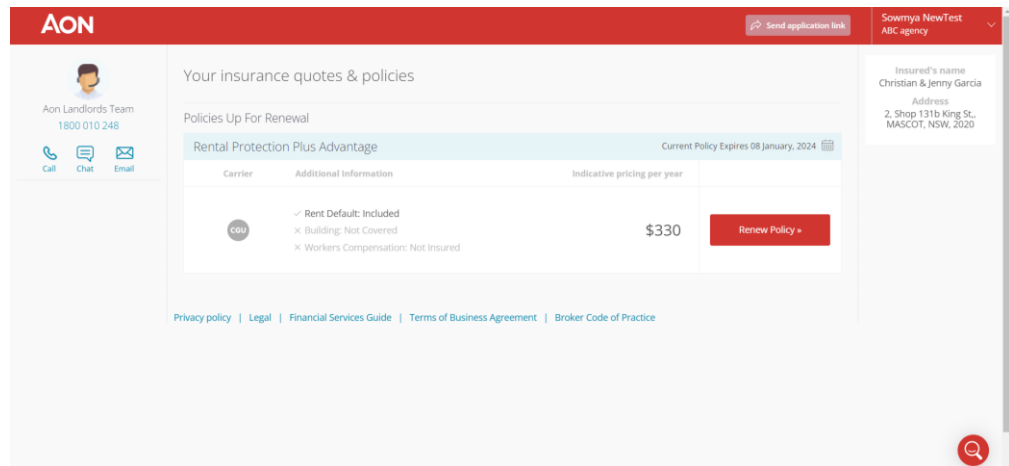
Renewing Policy

Once a policy has been marked as Ready to bind (renew) by Aon, you can accept and choose payment for the policy.

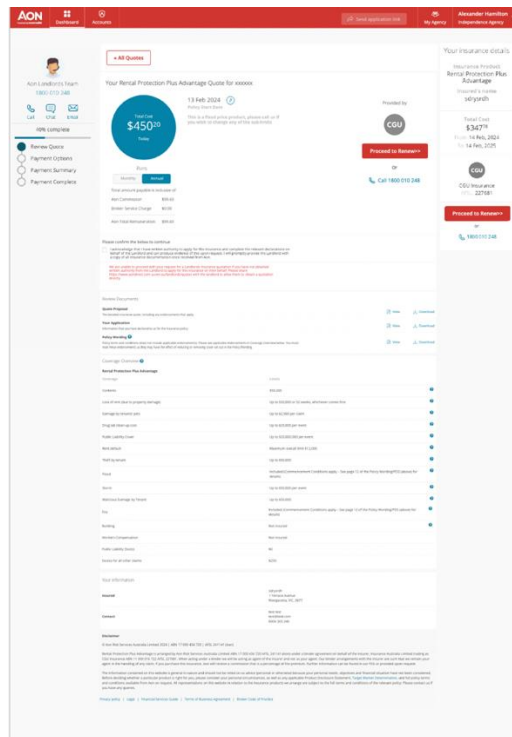
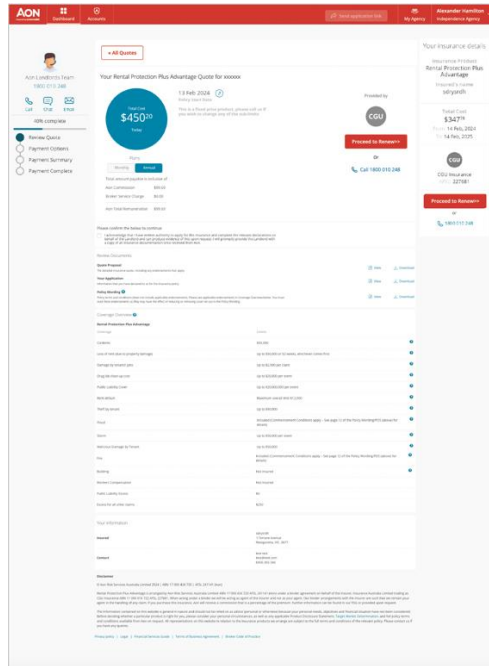
- Click the **Show more** button on the individual cover record.



- You will be presented with an overview of the renewal policy. Click on **Renew Policy** button.



- Review the Quote details page and click **Proceed to Renew** button.



Note! Before proceeding, please ensure you have written authority to apply for this insurance and complete the relevant declarations on behalf of the Landlord and can product evidence of this upon request.

- Ensure you still have, or re-obtain written authority from the Landlord and select the **tick box**. If you do not have written authority from the Landlord, you cannot proceed.

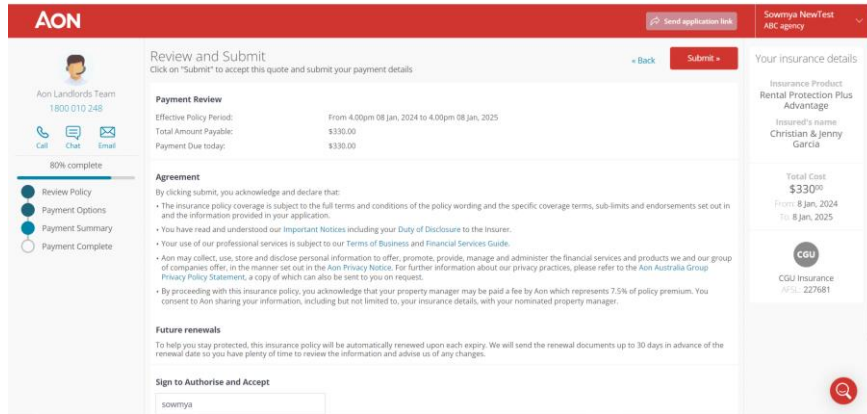
- Select the **Tick box** and proceed.

Payment

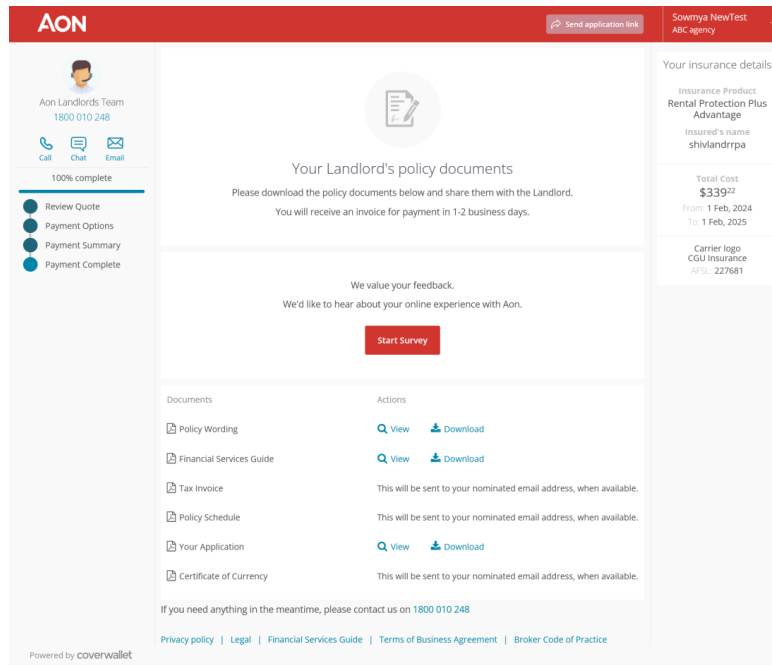
Proceed with payment by clicking **Proceed to Renew**.

Description	Amount
Total Premium	\$450.00
Basic Premium	\$356.00
CGU Premium	\$37.50
Stamp Duty	\$37.50
Total Cost	\$450.00

- Allow the Property Manager to make the payment on behalf of the Landlord.
- You can pay the Landlord’s policy on their behalf by following the Bpay payment instructions on the tax invoice.
- Click **Save and continue**



- Sign to authorise on behalf of the Landlord and click **Submit**.

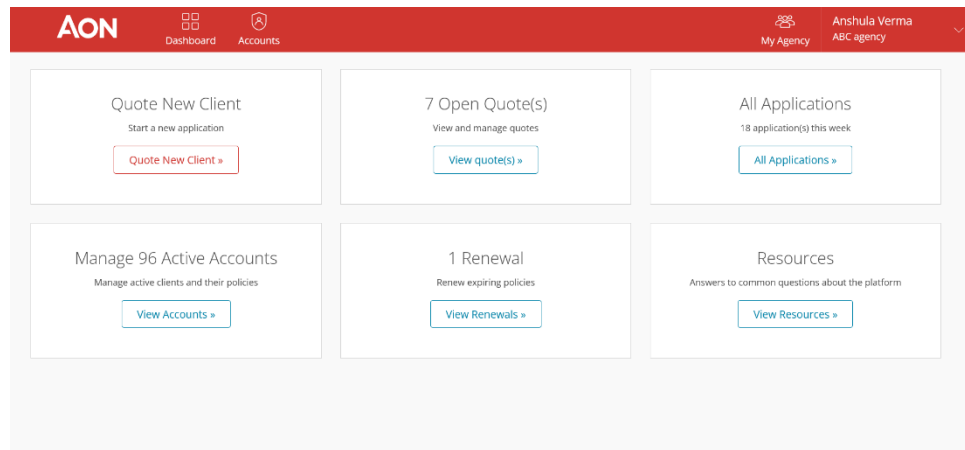


- The Landlord's policy has now been **renewed**.

Rental Protection Plus (RPP)

Viewing your Renewals

To be presented with a list of policies that are ready to be renewed, click the **View Renewals** button on the dashboard.



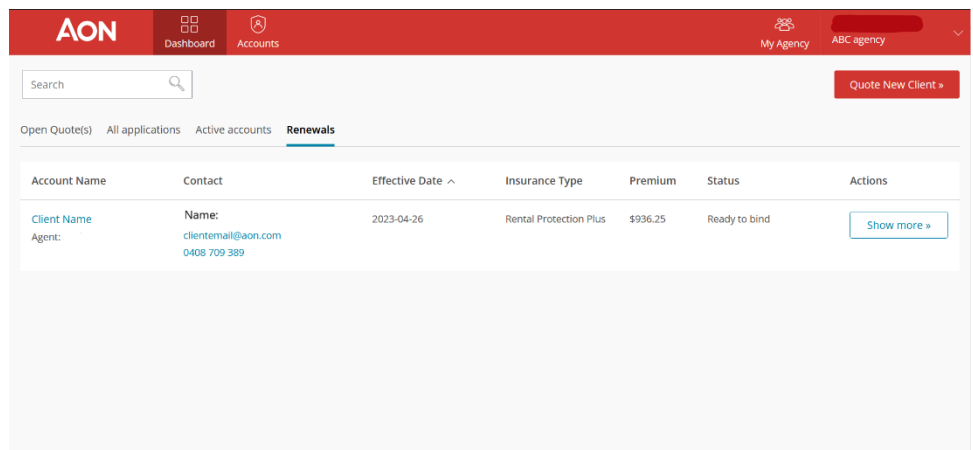
*Note: This section will only show policies that which are marked as **ready to bind** (renew) by the Aon team and which are required to be sent out to the Landlords to accept and make payment.*

Once the payment has been renewed, the policy status will be marked as Active and the policy can be viewed under the Active Accounts tab.

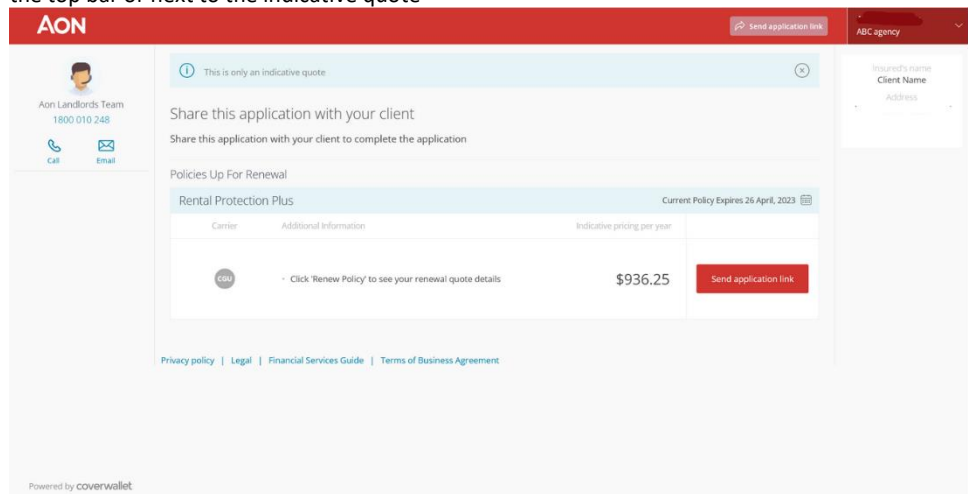
Sharing the renewal policy with the Landlords

Once a policy has been marked as Ready to bind (renew) by Aon, you can share the policy with the landlord to seek acceptance and choose payment for the same.

- Click the **Show more** button on the individual cover record

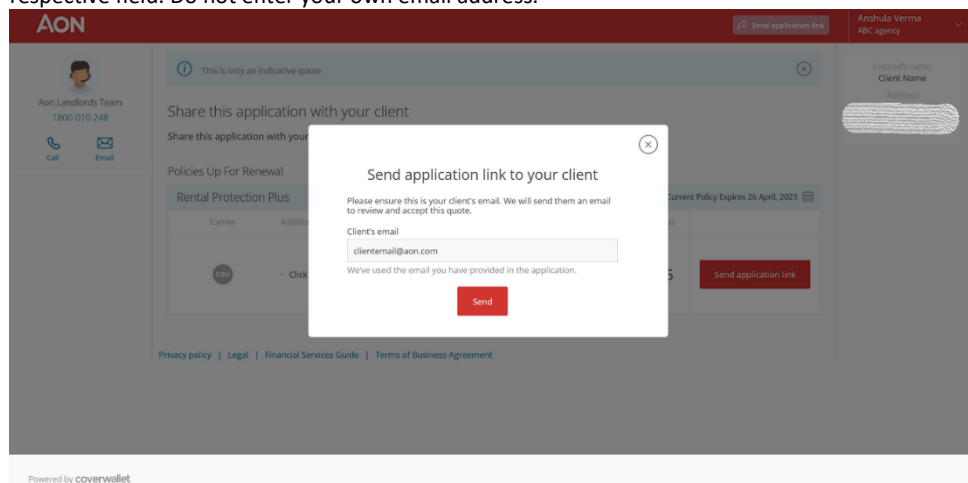


- You will be presented with an overview of the renewal policy. Click on **Send Application Link** button on the top bar or next to the indicative quote

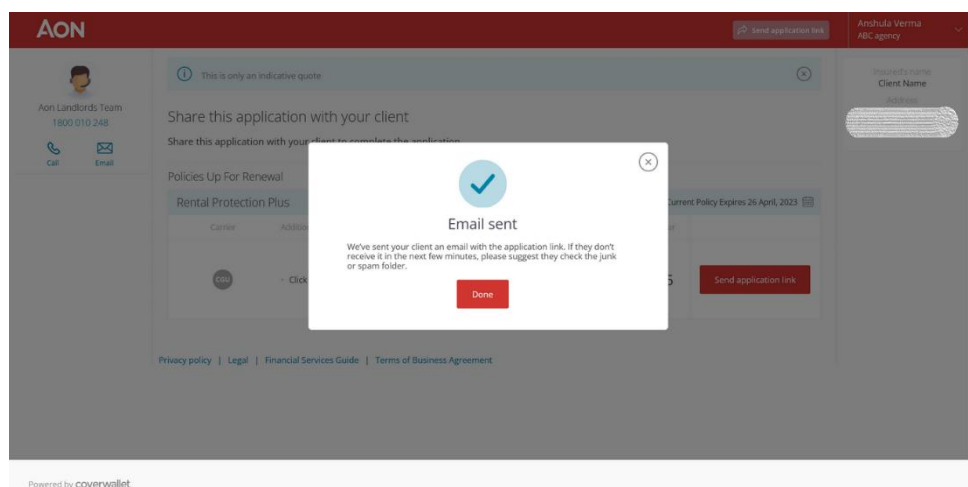


If the client has provided you with their digital consent,

- If the client's email address is available on file, it will be auto populated in the below field. In case an email address is not available, you will be required to add the Landlord's email address in the respective field. Do not enter your own email address.



- Click **Send**



- Your client will receive an email from Aon with a link to access their renewal policy application

If client has not provided you their digital consent or prefers paper-based mail,

- Contact the Aon team to obtain the renewal documentation for mailing out to the client
-

Note: Renewal acceptance of the policy cannot be completed by a Real Estate Agent. They will require completion by the Landlord therefore, its crucial to declare the landlord's email address while filling out the above field.

Acceptance and Payment

Landlord can access their renewal by clicking on the link in the email and then clicking the **Renew policy** button the below page to access their policy details to review and complete the payment.

The screenshot displays the Aon insurance portal interface. On the left, there is a sidebar with the AON logo, a profile icon, and contact information for the 'Aon Landlords Team' (1800 010 248) with 'Call' and 'Email' options. The main content area is titled 'Your insurance quotes & policies' and shows a section for 'Policies Up For Renewal'. A specific policy, 'Rental Protection Plus', is highlighted, with a note that the 'Current Policy Expires 26 April, 2023'. Below this, a table lists the policy details:

Carrier	Additional Information	Annual Price
ccu	Click 'Renew Policy' to see your renewal quote details	\$936.25

A red 'Renew Policy' button is visible next to the price. Below the table, there is a section for 'Got questions? We've got answers' with three expandable questions: 'Were we unable to get you a quote?', 'Will I receive a Certificate of Currency?', and 'How can I pay for my policy?'. At the bottom, there are links for 'Privacy policy', 'Legal', 'Financial Services Guide', and 'Terms of Business Agreement'. The footer indicates the platform is 'Powered by coverwallet'.

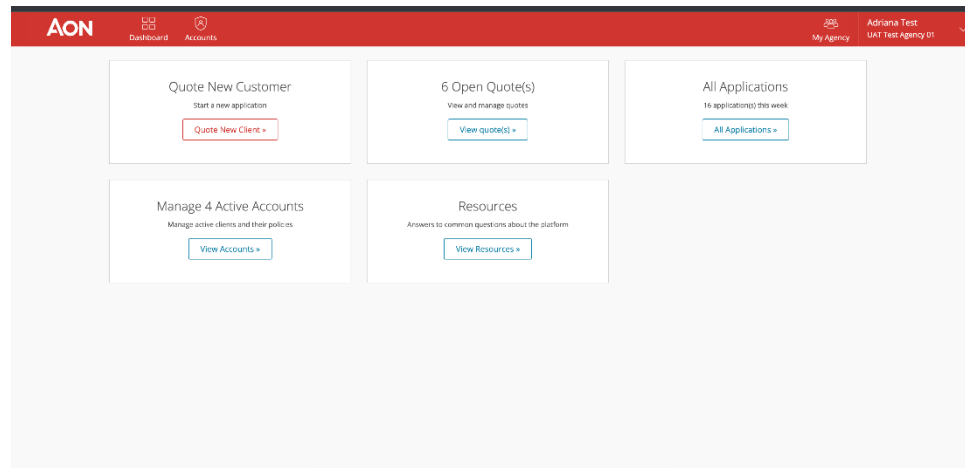
Reminders

- The platform also sends out a series of reminders to both the landlord and the Property Manager at defined timeframes to seek input from the landlord on the provided quote.

Review your Portfolio

Options

On your dashboard you can view the **Open Quotes, All Applications and Manage Active Accounts**. You can do this by either clicking the tiles on your **Dashboard** or by clicking on the **Account** option on the top bar.



The tiles available to access your portfolio are as follows:

- **Open Quotes:** This will give you access to view a complete list of quotes that you have presented to your clients that have not yet been accepted or purchased.
- **All Applications:** This will give you access to view a complete list of applications that you have submitted
- **Active Accounts:** This will give you access to view a complete list of active policies via this portal under your portfolio.

Additional Options

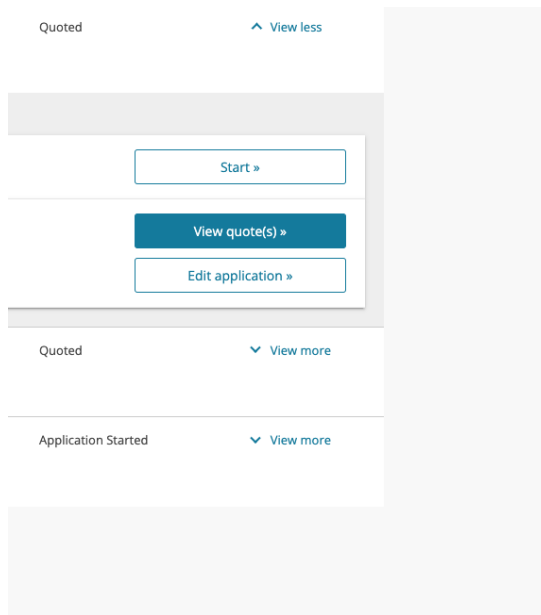
Each of these tabs also allow you to perform specific actions based on the type of submission it includes. You can access these by clicking on **View more** under the Actions column.

The screenshot shows the 'All applications' tab selected. It features a search bar and a 'Quote New Client' button. Below is a table with columns: Your account, Client contact, Last activity, Insurance type, Industry, Status, and Actions. The table contains five rows of application data.

Your account	Client contact	Last activity	Insurance type	Industry	Status	Actions
Agent: Sowmya Mudunuri	sowmya test sowmya03151102@aon.com (02) 2334 2222	03/15/2023	Rental Protection Plus Advantage	N/A		View more
Agent: Sowmya Mudunuri	sowmya test sowmya03150846@aon.com (02) 2321 1111	03/15/2023	Rental Protection Plus Advantage	N/A	Quoted	View more
Agent: Sowmya Mudunuri	sowmya test sowmya03140434@aon.com (02) 9337 3456	03/15/2023	Rental Protection Plus Advantage	N/A		View more
Agent: Sowmya Mudunuri	sowmya test sowmya03140152@aon.com (02) 2321 1111	03/14/2023	Rental Protection Plus	N/A	Application Submitted	View more
Agent: Karan Singh	Karan Singh karan14031229@aon.com (02) 2222 2222	03/14/2023	Rental Protection Plus Advantage	N/A		View more

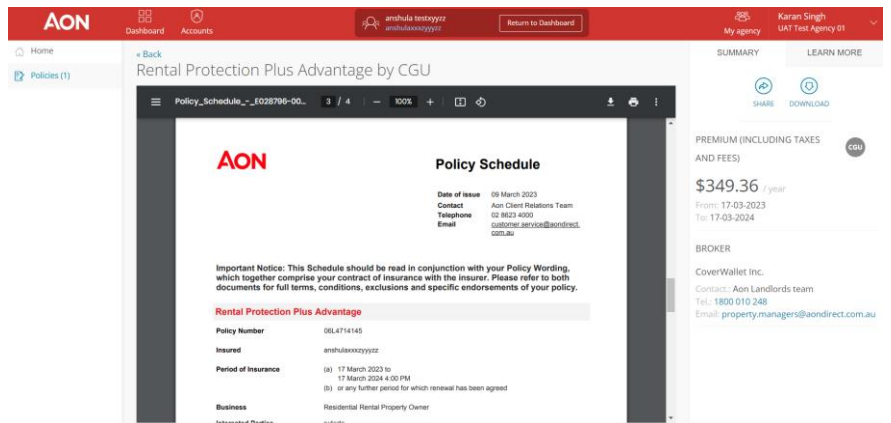
All Applications and Open Quotes

- **Start:** Start a new application for the respective client
- **View Quotes:** View available quotes for the client
- **Edit application:** Edit the saved application for the client

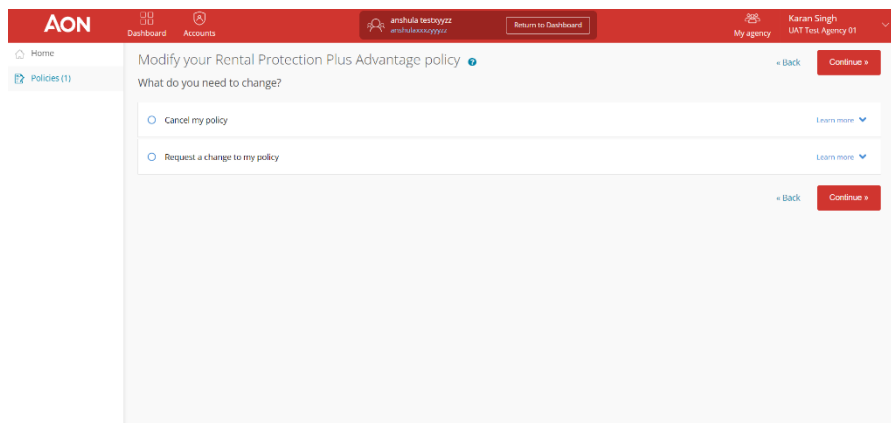


Active Accounts Click on the **View Account** button to access the below options:

- **View Policy:** Access the client’s policy schedule and premium details for the specific policy



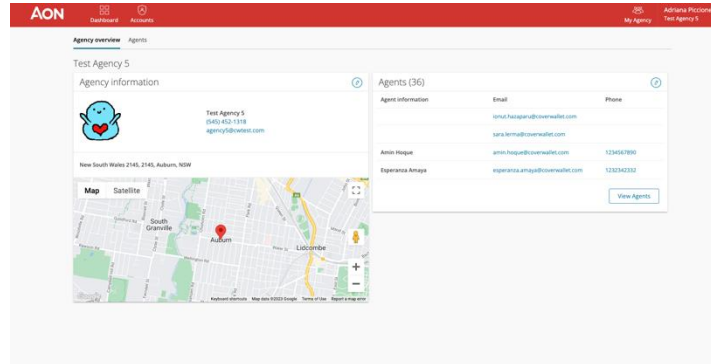
- **Modify Policy:** Allows the Property Manager to cancel the policy or request a change



Administration

My Agency

As a principal agent/ director of the agency, you would receive additional options to manage your agency by selecting the **My Agency** button on the top bar. This section provides you with the options to view and edit your agency address, phone number and a list of all your registered agents.



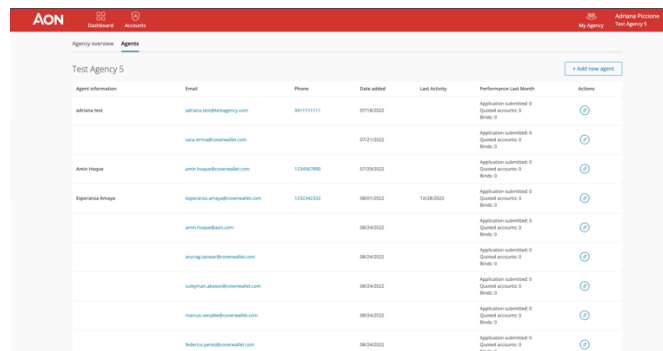
Agency information

The Agency information screen allows you to view the agency details you provided during the sign-up process, and update your Real Estate agency logo, if required.

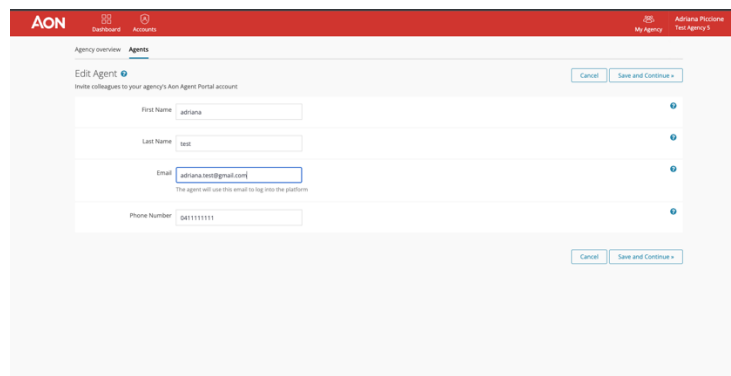
Note: If you would like to change your agency trading name, legal name, ABN, agency email or phone number, you will need to contact the Aon Landlords team on 1800 010 248.

Agents

To change agent details or add a property manager, Click the **pencil icon** next to this section.



You can add new agents by clicking the **Add new agent button** or edit existing agents details by clicking the **Edit icon** under the Actions column.



Note! *If you would like to remove any existing agent, please contact the Aon Landlords Insurance team on 1800 010 248. Please ensure you do this as soon as their employment, contract, engagement, or control by you is terminated or comes to an end.*