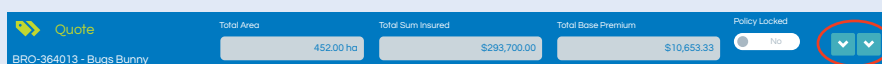


Frequently Asked Questions Laserbeam

July 2022

Question	Answer
How do I access Laserbeam?	Through the Broker Login button on the Rural Affinity Website. BROKER LOGIN - BROADACRE & COTTON
How do I get a login?	If you haven't received a broker registration email (may have gone to your junk folder – how rude), click here be directed to the login page.
How do I search for a Client?	From the ' Home ' page you can search by name, policy number or quote number. From the ' Clients ' page you can search by Client Name or ABN.
I am adding a farm but no Shire/Rating Area or map is showing	Make sure that you have tabbed off the address lookup field or town field if you are manually entering detail. If using latitude/longitude you will need to refresh the map after entering the details. Click here to see how. If a Rating Area still does not show it may be that Rural Affinity does not quote in this area. Please contact us for further information.
I have reduced my commission, but the brokerage amount doesn't look right on the premium screen	The process for reducing the commission in Laserbeam is different. You need to enter the commission you want to apply not the commission you want to forgo.
How do I find out what the Final Revision Date (FRD) is?	In the top right-hand corner of the ' Quote ' screen are two arrows. The first will show a ' Policy Summary ' and the second will show the ' Cover Summary ' with the breakdown per property/farm including the FRD for each. Click here to see how.
A referral generated – How can I get the documents released?	We now require referrals to be submitted to us for review. This can be done on the ' Referrals ' tab. We will be checking them as much as possible during the day and will get back to you ASAP. You can still quote as per normal and get the rate/premium, just not the formal documents. Please make sure to submit your referrals in order for us to receive a notification to review. Click here to see how. Quotes issued prior to completion and submission of a referral are indicative only, and are subject to change.
Do I have to enter a client name?	Yes, we no longer have the option to use an anonymous client. A client name is required.
I got an error message	If your system locks up, press the ' Reload ' button at the bottom of the page. Laserbeam saves live (ie saves as it goes) so all your data should still be on the quote. If the screen refreshes and looks blank, simply go back to <i>Home</i> and search the client or quote number you were working on. There is no need to start a new quote.
Do I have to enter my Broker Fee?	No this is an optional field. We have included this so it will populate onto the quote document if you want it to.



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Question	Answer
What does the Aggregated Areas option mean?	Where you are quoting using bulk information (e.g. just all hectares for each crop type and no paddock splits), toggle the 'Aggregated Areas' option on the cover page to 'yes'. This tells us that we need to get paddock splits if you bind. If paddock splits are not provided to Us within 14 days of the Acceptance Date shown on Your Schedule, We may cancel Your policy.
Will there be training videos available?	In the meantime, please refer to the links throughout this document, and yes, we will have training videos available on our website soon. In the meantime, if you have some specific things you would like to be shown, please contact us and we can set up a chat.
What does it mean by Quote Title?	You now have the option to add a quote title, via the documents tab, to easily identify what options/excesses/insured events are included. This quote title will appear on the document, email subject and document icon.
Can I copy a quote?	Yes. Where you want multiple versions of a quote available at the click of a button: • once you finish the original quote give it a title then click on 'Home'; • click into 'Current Quotes' and search the quote number; • make the necessary changes and update the quote title. When you search the quote again you will see both versions available.
When I try to log in the buttons don't work	If you are using Internet Explorer, please switch to either Chrome or Microsoft Edge. If you are still having problems please try clearing your cache to ensure your browser is up to date with Laserbeam updates.
How do I generate a new business broadacre quote?	Click here to see how.
Can I make changes to my policy?	Yes, you are able to endorse your policy. Click here to see how. All endorsements are to be reviewed by Rural Affinity, and are subject to Our approval. Please ensure you submit the referral so we are notified.
I have a request, how do I let Rural Affinity know?	You can add a request to your quote by submitting a 'Special Request' via our referrals tab. Click here to see how. You can also email us at underwriting@ruralaffinity.com.au
How can I access my ATC Letter and New Season Application?	Please refer to our separate pdf titled "Generating an ATC Letter and Broadacre New Season Application". You can also click here to see how.
How can I attach supporting documentation?	Click here to see how.
Do I have to use the New Season policy number that is shown when searching for my client.	Yes, we try to keep clients on the same policy number each year so we have all their history including claims in one place. All ATC claims should also be lodged under this number. Click here to see how.