RURAL AFFINITY
The fresh approach to rural insurance

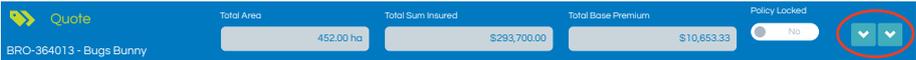# Frequently Asked Questions
Laserbeam

5 July 2020

Question	Answer
How do I access Laserbeam?	Through the **BROKER LOGIN >** button on the Rural Affinity Website
How do I get a login?	If you haven't received a broker registration email (may have gone to your junk folder – how rude), you can try this link: https://laserbeam.live/Identity/Account/RegisterBroker
I have searched for a Quote I previously processed, but all the crop details are missing?	Quote numbers and client details will be sitting in Laserbeam but farms and fields weren't migrated across. If you would like to bind the quote or would like to get a different version of the quote, please send the details to us and we will action it for you.
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.
Will my renewal quotes still be available to process?	Yes, all working renewals have been migrated across BUT the farm and field details aren't available. You will need to re-enter the property details once you are in the quote. The renewal quotes will be sitting in the '**Current Quotes**' with type as 'working'
Will my bound Policies still be available?	Yes, all policies have been migrated across under the same policy number and all information will be available including farm and field details.
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.
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. <table><tr><td>Quote BRO-364013 - Bugs Bunny</td><td>Total Area 452.00 ha</td><td>Total Sum Insured $293,700.00</td><td>Total Base Premium $10,653.33</td><td>Policy Locked No</td></tr></table>
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. You are also now able to review the referral and make a change if you don't think the referral should have been generated (e.g. if you have accidentally pressed yes on a disclosure question).

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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.
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.
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 to 'yes'. This tells us that we need to get paddock splits if you bind.
If I need to change the excess/value/yield for a crop type – do I have to manually change each field?	No, once you have changed one field you will get a pop up asking if you would like the new value/excess/yield to apply to all crop types in that farm or across the policy and also an option to not default.
Will there be training videos available?	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 Zoom chat.
What does it mean by Quote Title?	You now have the option to add a quote title 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; • click on the three little dots and hit 'Copy'; • 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.