

Insurance Check - Administrator FAQs

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Which fields are checked?

The following fields will be checked that they exactly match the claimant's attached certificate of insurance:

- Vehicle
- Start Date
- Expiry Date
- Provider
- Cover Type
- Policy Number
- Class 1 Business included?
- Is commuter travel included?

When will an insurance document be checked?

A claimant's insurance document will only be checked once it has been added by the claimant and they have requested a review. At this point, the status will be set to 'Awaiting Review' and a member of the validation team will know that the document requires checking and approval.

What happens after the document has been checked?

Once the certificate of insurance has been checked against the information in Assure Expenses, the validation team will either approve or reject the document. The document will be set to one of the following states:

- Reviewed - OK
- Reviewed - Failed.

What are the most common reasons for a document to fail?

- **Vehicle Registration** - If the vehicle registration held in Assure Expenses does not match the number on the attached certificate.
- **Start Date not valid** - The insurance must already be active at the point when it is reviewed. If it is reviewed before the start date, it will fail.
- **Expiry Date has expired** - If the attached document has expired, it will fail.
- **Class 1 Business Travel not included** - This needs to match the attached certificate and be set to 'Yes' to pass. If it is set to 'No' and the certificate does not cover business use then it **MUST** fail the check.
- **Incorrect document attached** - Uploading a document that is not the certificate of motor insurance. We regularly receive a statement of facts, schedules and covering letters, which

cannot be accepted.

- **Document not readable** - Uploaded certificate is not a clear copy and is therefore unreadable.
 - **Attachment missing** - The document has not been attached within Assure Expenses.
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