

Online Claims (Bulk)

AF Online: Digital employer solutions



If you are one of those people who buy a gadget and only use a portion of its functionality, we have some good news for you. AF Online may not be a gadget, but it does offer a lot of really handy features that you may not be aware of. Our bulk claims submission feature will save you a lot of time and frustration. Keep reading for all the details.



Introducing bulk online claims

The bulk online claims solution enables you to submit **withdrawal** claims electronically in bulk. It is PIN- and password-authenticated and digital-signature enabled to give you a secure solution that's safer than email. You also get:



All the benefits of the individual online claim solution i.e. faster, more secure claim processing



Significant efficiency in the claim submission process when you have high claim volumes



Claims tracking, including payment information on finalised claims for employees who want to know how their claim is progressing



The option of implementing the solution with **separate 'Doer' and 'Checker' roles** if you require segregation of responsibilities



A unique claim reference number to streamline future queries

It has three access levels

There are three different levels of access:

Access level	Can do the following	Can't do the following
Doer	<ul style="list-style-type: none">Load a bulk claims fileSave a bulk claims claim file	<ul style="list-style-type: none">Submit online claims to Alexforbes for processing
Checker	<ul style="list-style-type: none">Search for saved bulk claims filesSave bulk claims filesSubmit bulk claims files to Alexforbes for processing	<ul style="list-style-type: none">Load a bulk claim file
Full access	<ul style="list-style-type: none">Load a bulk claims fileSearch for saved bulk claims filesSave bulk claims filesSubmit bulk claims files to Alexforbes for processing	



Why are bulk online claims so useful?

The main attraction of the bulk claims solution is the amount of time it can save you by uploading claims in bulk rather than individually. It is especially efficient if you experience high staff turnover and need to submit a high volume of claims.

Bulk claims have the same benefits as individual online claims because it uses the same automated back-end processing capabilities.



It's flexible and supports your needs

Most employers submit bulk claims around month end. However, you have the flexibility to choose to submit weekly bulk claims if it suits you better.

Important note:

you can't submit retirement and death claims because there are less of these claims and they are also more complex. Retirement and death claims must be submitted using the individual online claims solution.

If you would like access to the Bulk Claims solution, please complete [this form](#).



Let's connect

If you need help, or have any questions you can contact
Email: afonlineemployer@alexforbes.com



alexforbes.com

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