

Online Claims (Individual)

AF Online: Digital employer solutions



You, like many others, may buy gadgets and only use a portion of their functionality. Although AF Online is not a gadget, it does offer users many more handy features that are not being accessed. With the individual online claims feature, you can submit individual claims quickly, easily and without frustration. Check out the details of this handy feature ...



Introducing individual online claims

Online claims is a feature that allows you to submit **withdrawals, retirement and death claims** electronically. It is PIN- and password-authenticated and digital-signature enabled to give you a secure solution that's safer than email. You also get:



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



Pre-populated information on the online claim form to reduce errors and risk



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



A PDF copy of the claim form delivered to your inbox when submitting the online claim



A **unique claim reference number** to streamline future queries

It has three access levels

There are three levels of access to choose from:

Access level	Can do the following	Can't do the following
Doer	<ul style="list-style-type: none">Search for employee recordsComplete online claim formsSave online claim forms	<ul style="list-style-type: none">Submit online claims to Alexforbes for processing
Checker	<ul style="list-style-type: none">Search for saved claimsSave online claim formsSubmit online claims to Alexforbes for processing	<ul style="list-style-type: none">Complete online claim forms
Full access	<ul style="list-style-type: none">Search for employee recordsComplete online claim formsSave online claim formsSubmit online claims to Alexforbes for processing	



Why are online claims so useful?

The digital submission of claims provides significant benefits over manual. For one, it offers rules-based automated claim processing. This automation leads to improved service levels and a better experience for your exiting employees.



It's flexible and supports your needs

It is up to you to decide what access best suits your needs. If your company requires segregation of duties, you can assign 'Doer' and 'Checker' roles to different users. If segregation is not a requirement, you can elect 'Full Access' to allow you to manage the claim submission process without involvement from any of your colleagues.

Important note:

all retirement fund claims should be submitted electronically. Manual submissions should be your last resort when an online claim is not possible. Manual claims increase risk, introduce inefficiency and result in a compromised experience for the exiting employee.

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



Let's connect

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



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