

**CLAIM • THE • FUTURE**

**WITH**

**•• DIGICALL**

**CONSIDER IT DONE**

# Digicall Broker Solution (MPC)

Intelligent and Integrated Claims  
Management via Digicall

# •• DIGICALL



**All claims to be captured via Digicall:**

- 0860 (1<sup>st</sup> call resolution) -24/7 operational and fully staffed
- DPS Broker Portal

**Broker Solution Link:**

<http://www.digicall.co.za/dpspublicweb/home/index/digicall>

# Steps to follow:

# Steps:

1. Click on the link provided.
2. Navigate to “select broker”



## What would you like to do?

Load Claim

I am a Broker

Brokerage Name

Broker Name

Select

Broker Contact

Broker Contact

Broker Tel

Broker Tel

Broker Cell

Broker Cell

Claim Count

Claim Count

Next

## Steps continued...

3. Perform a broker search and select from the search result window

Select Broker ×

**Search For Broker:**

Search Text:

Select	Name
No records to display.	



# Steps continued...

4. Once a broker has been selected click on “next”
5. Complete all the fields:

## Load Claim

Policy Holder	
Name	<input type="text" value="First Name"/>
Surname	<input type="text" value="Last Name"/>
Email	<input type="text" value="Email address"/>
Cell Phone	<input type="text" value="Cell Phone Number"/>

Claim Details	
Glass Type	<input type="text" value="Vehicle"/>
Work Description	<input type="text" value="..."/>
Cause of Damage	<input type="text" value="Foreign object"/>

Insurance Details	
Type	<input type="text" value="Insurance"/>
Insurance Company	<input type="text" value="Please Select..."/>
Date of Loss	<input type="text" value="2021/04/22 10:35 AM"/>  
Policy Number	<input type="text" value="Policy Number"/>

Vehicle Details	
Vehicle Make	<input type="text" value="Please Select..."/>
Vehicle Model	<input type="text" value="Please Select..."/>
Registration Number	<input type="text" value="Vehicle Reg Number"/>
Manufacture Year	<input type="text" value="Manufacture Year"/>

# Steps continued...

6. Click on "submit"

## Additional Instructions & Notes

**Any additional notes or instructions can be added here:**

Digicall will validate the information and appoint the relevant glass service provider as per Insurance agreement. Client will be notified accordingly

Previous

Submit

The claim notification process is now complete.



**The End.**

