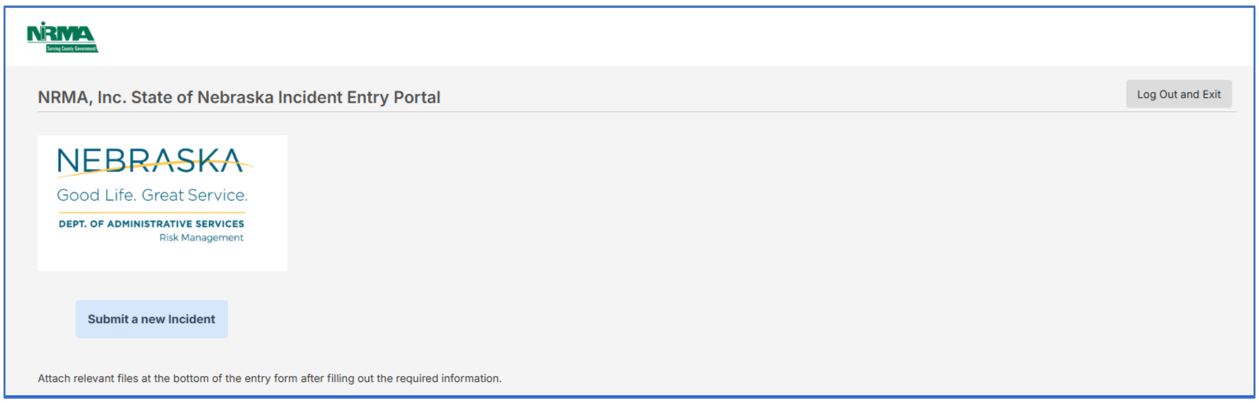
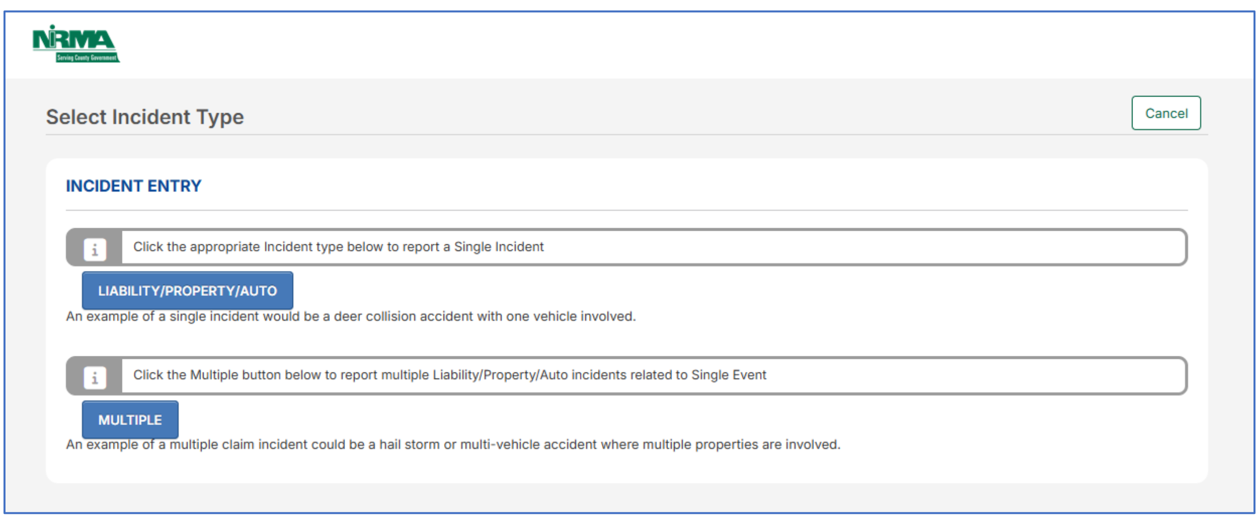
Using NRMA, Inc Origami Risk to submit claims

NRMA, Inc. has moved to an online entry system, to help reduce errors in data entry by having the people with knowledge of the claim, enter the claims directly into the system.

Each authorized person will have a link available to the Incident Entry Portal after authentication through the State's website, or if you have a user id on the Origami Risk website, you can start there to Submit a New Incident.



Click on the *Submit a new incident* button and you will be directed to select the type of claim you are submitting. (NOTE: If you have a mouse with a wheel, you can press down on the wheel for a "click" and a new tab will open for the form.)



We have two options for incident submissions: **Liability/Property/Auto** or **Multiple**.

The **Liability/Property/Auto** button should be used whenever you are reporting an incident that would result in a single claim for any type of coverage. For example, if a covered vehicle strikes a deer, that most likely would result in a single claim and therefore you would use the **Liability/Property/Auto** button.

The **Multiple** button can be used when an incident would result in multiple claims, such as a hail storm that would affect multiple covered vehicles and/or buildings or an accident where two covered vehicles might be involved. In other words, at least two claims on one incident.

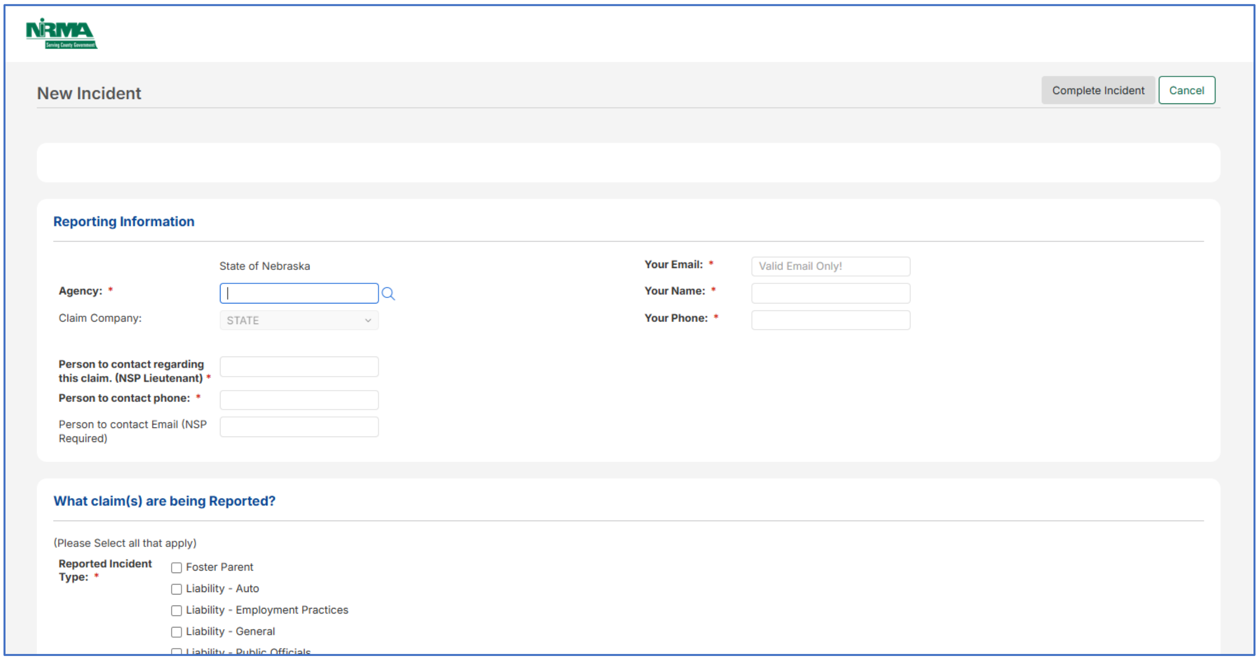
[Go to single Liability/Property/Auto Incident Instructions]

[Go to multiple Liability/Property/Auto Incident Instructions]

[Go to Adding Attachments to your Incident]

Property/Liability/Auto Single Entry

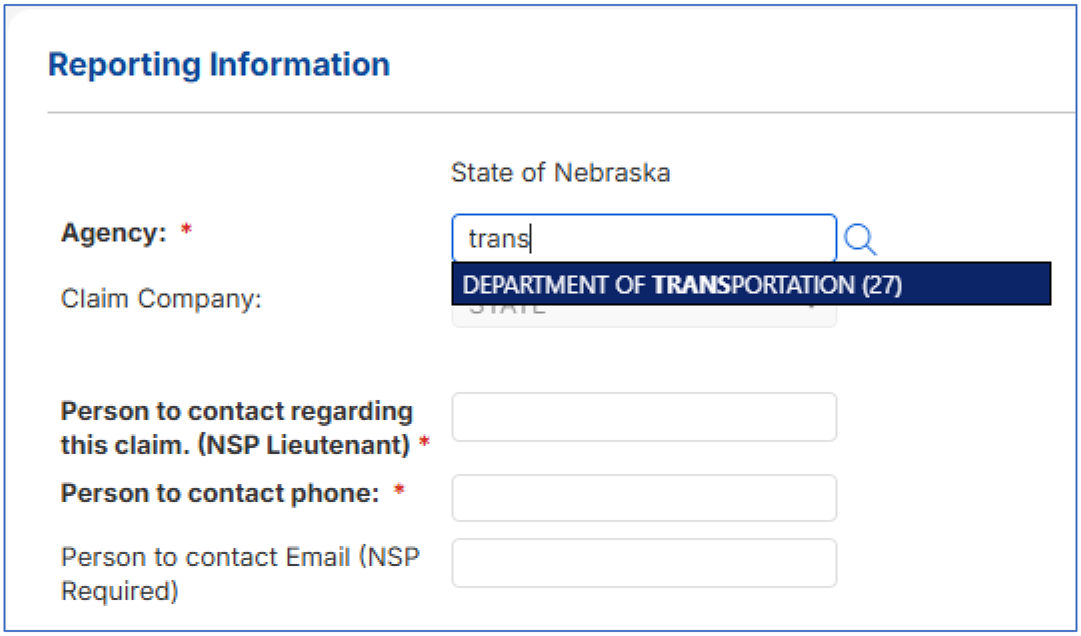
To report a Property Damage or Liability incident, click on the **Property/Liability/Auto** button. You will be presented with a form and you should fill out as much information as possible. Your organizations information will be prefilled for you.



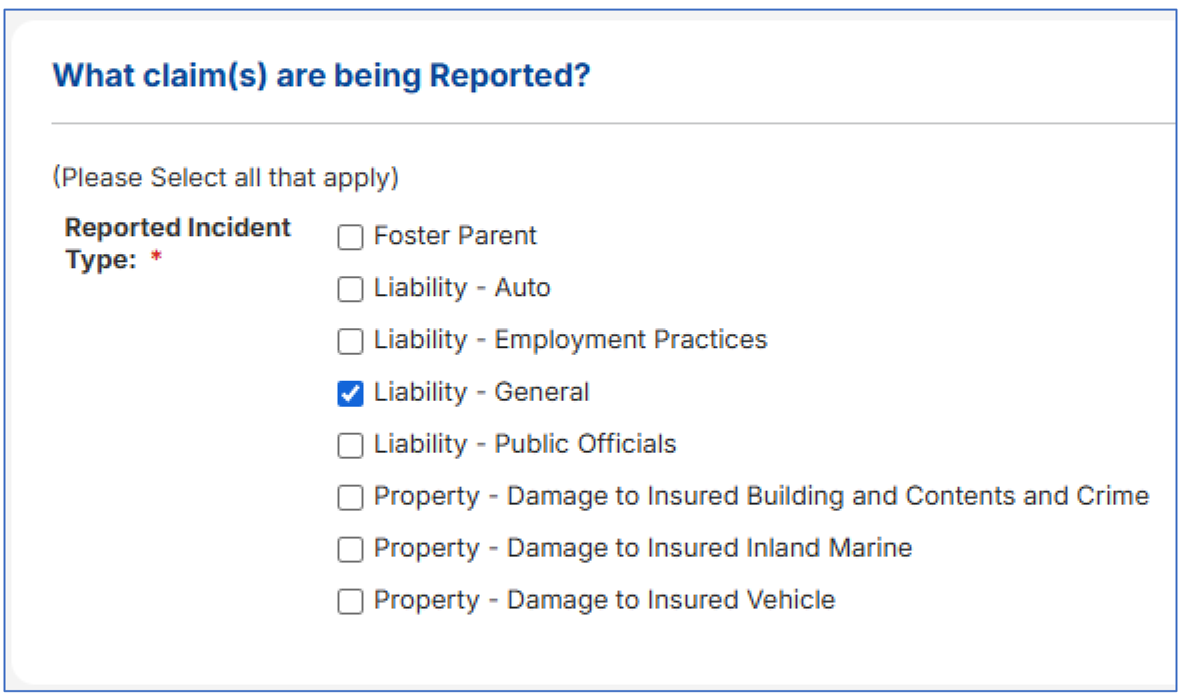
As you fill out the form, those fields that are bolded or have an asterisks (*) next to them are required fields. You must have ALL required fields completed to attach files and/or complete the incident.

One field that needs mentioning on its own is the question: ***Is the Claimant a Company?*** If the claimant is a person, select *No* so you can enter the first and last name of the claimant. For all other claimants, set it to *Yes* even if the claimant isn't a company. By default, the field will be set to **Yes** and **State of Nebraska** will be prefilled as the Claimant.

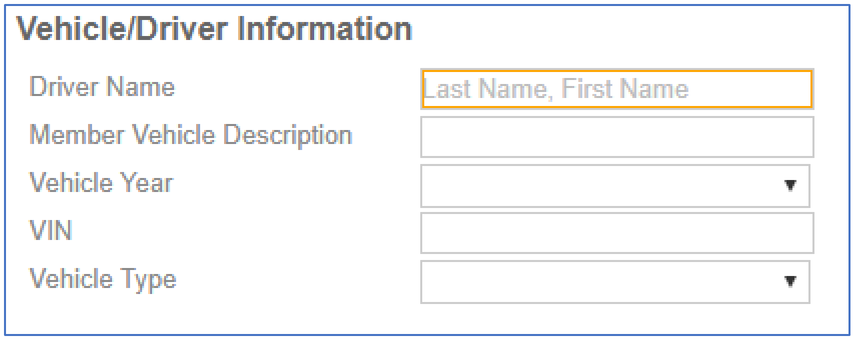
Some fields will have a magnifying glass next to them. With these fields, you can click on the magnifying glass to see possible responses and select one, or you can begin typing in the field and responses will be displayed that you can click on to select.



At the bottom of the form entry, you will select the type of incident.

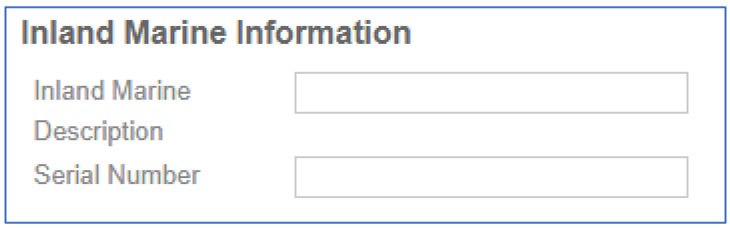


Select the type of incident you are reporting. Liability claims are primarily used for claims where another party's property was damaged while if a piece of State property is damaged, you should select one of the *Property – Damage* types. If you select any of the Property Damage types of incidents, you will need to complete the covered property information. As an example, this is the information that would be required if there was damage to a covered member vehicle.



You would fill in the driver information and all identifiable information for the vehicle. Each property type has different required information.

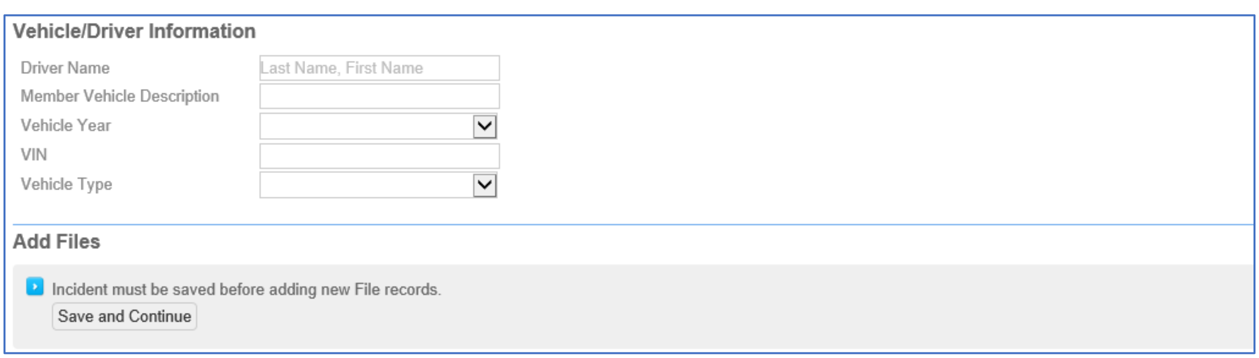
Inland Marine:



Building and Contents:

After selecting the incident type and filling in the required information, you can attach corresponding documents that are related to the incident; photos, accident reports, signed affidavits, etc. First, however, we must save this incident as a draft.

Click on the **Save and Continue** button.

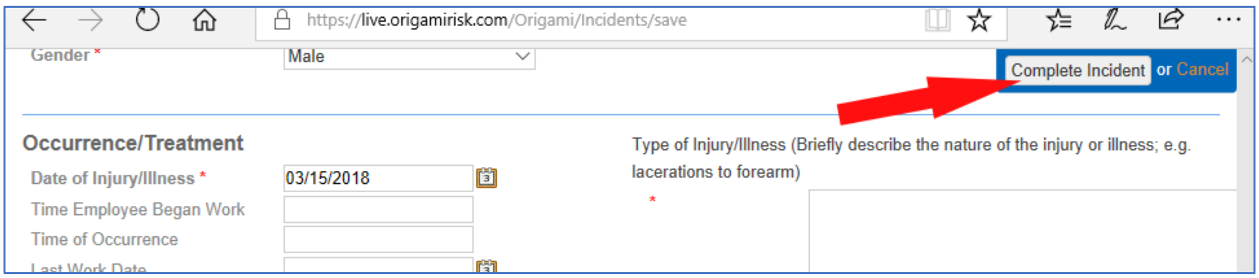


After you click on the **Save and Continue** button, the screen will refresh and you can scroll back to the bottom and click on the **Upload File** link on the right side.

Click HERE to see more about adding attachments to the report.

Before completing the incident, you can print the information you have entered by right clicking your mouse on the incident and select print.

If you are finished with your entry, click on the **Complete Incident** button in the top right of the screen.

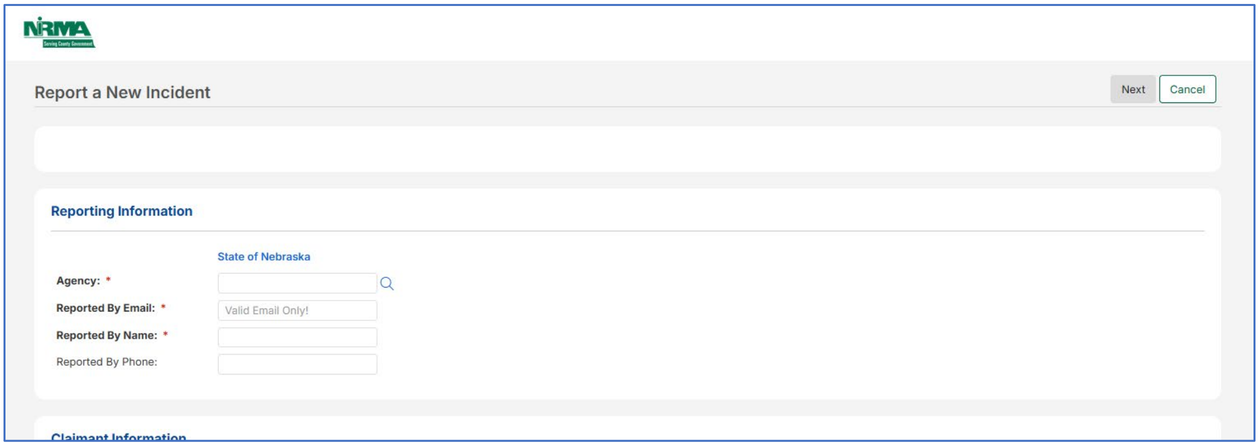


Within a few minutes, the email address entered on the **Reported By Email** will receive an email notification so that you know your incident has been successfully submitted to NRMA, Inc. for processing. Attached to the email will be a PDF document called Abstract.pdf. This will be a summary of the claim you have submitted. This summary will also list the files that were attached to the incident.

If at any time you would like to exit the portal without saving your incident, click on the Cancel option in the upper right corner and the incident will be deleted and removed from the system.

Multiple Property/Liability Entry

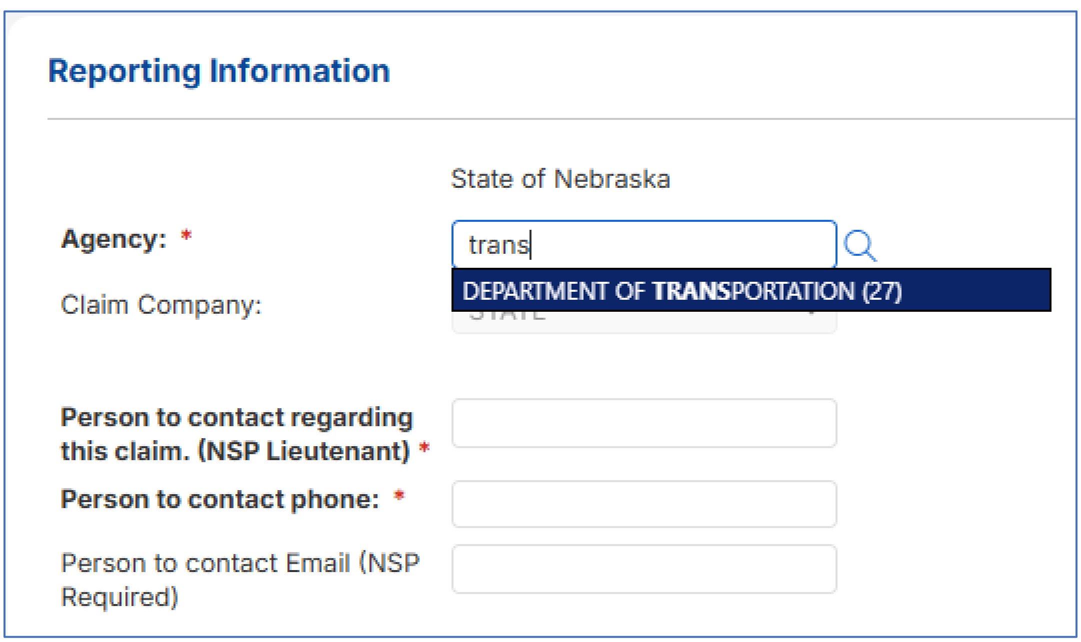
To report multiple Property Damage or Liability incidents, click on the **Multiple** button. You will be presented with a form and you should fill out as much information as possible. Your organizations information will be prefilled for you.



As you fill out the form, those fields that are bolded or have an asterisks (*) next to them are required fields. You must have ALL required fields completed to attach files and/or complete the incident.

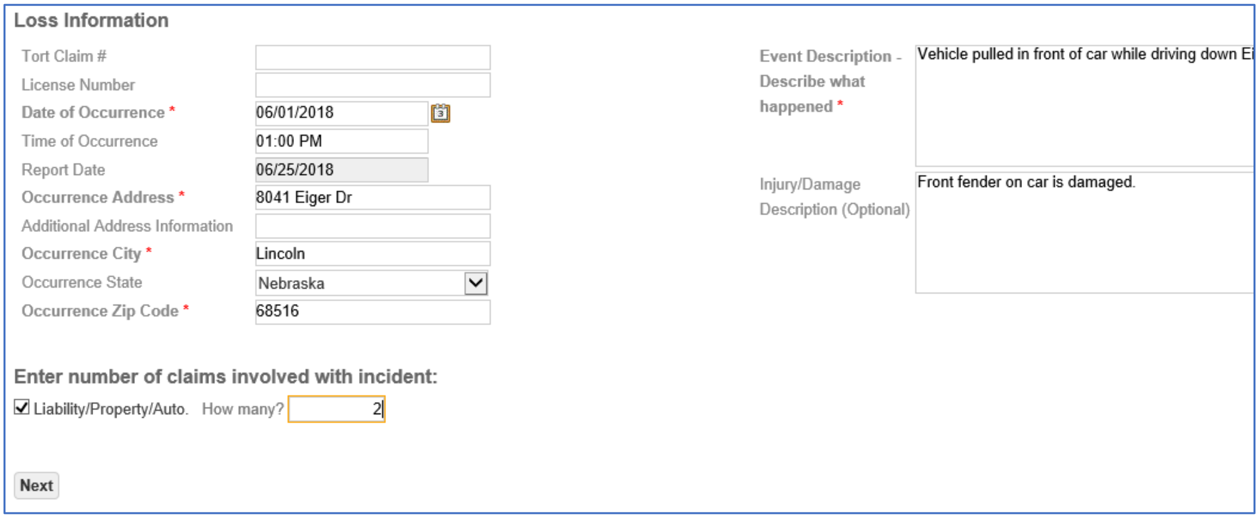
One field that needs mentioning on its own is the question: ***Is the Claimant a Company?*** If the claimant is a person, select *No* so you can enter the first and last name of the claimant. For all other claimants, set it to *Yes* even if the claimant isn't a company. By default, **Yes** will be selected and **State of Nebraska** will be prefilled in the Company Name.

Some fields will have a magnifying glass next to them. With these fields, you can click on the magnifying glass to see possible responses and select one, or you can begin typing in the field and responses will be displayed that you can click on to select.

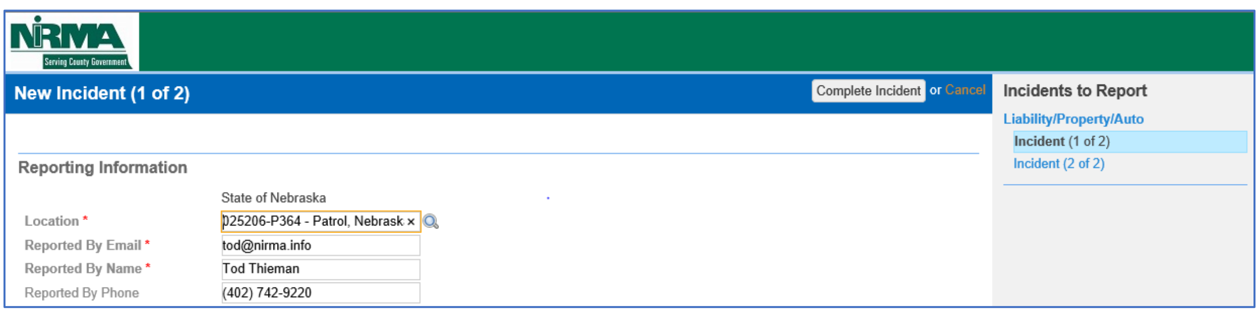


When filing multiple claims on one incident, EVERYTHING that you enter on this first screen will populate on the rest of the screens going forward for you. Therefore, fill out as much of the information on this initial screen to save yourself from retyping information on following screens.

At the bottom of the first screen, you will enter the number of claims resulting from this incident and then click the **Next** button.

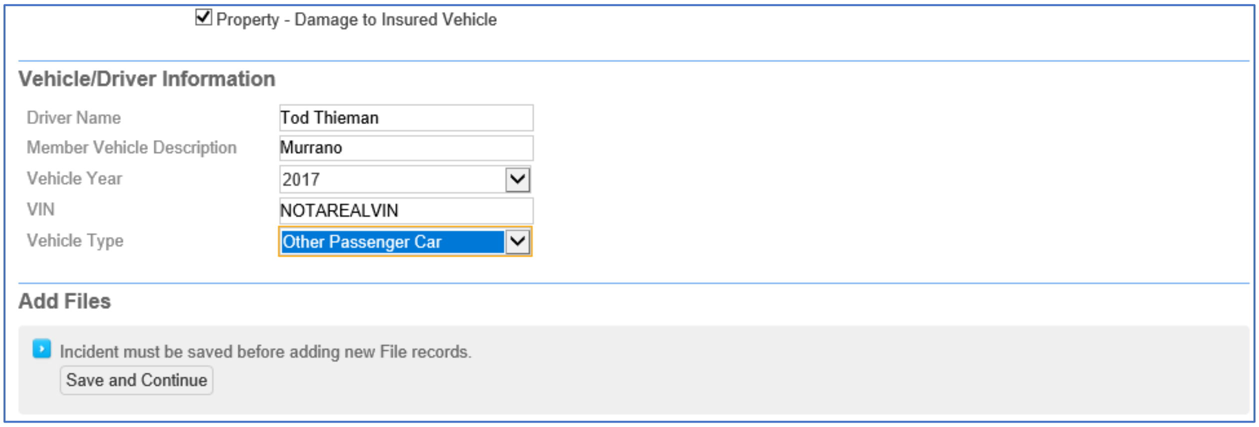


Everything you typed on the first screen will carry forward and the system will show you how many claims you will be entering for this incident on the right side of the screen.



Scroll down through the form and fill in the information for the report you are working on. Select the type of claim that you are reporting and fill in the additional information, if required, for damage to the property. You can attach documents prior to completing each incident by clicking on the **Save and**

Continue button at the bottom of the screen.

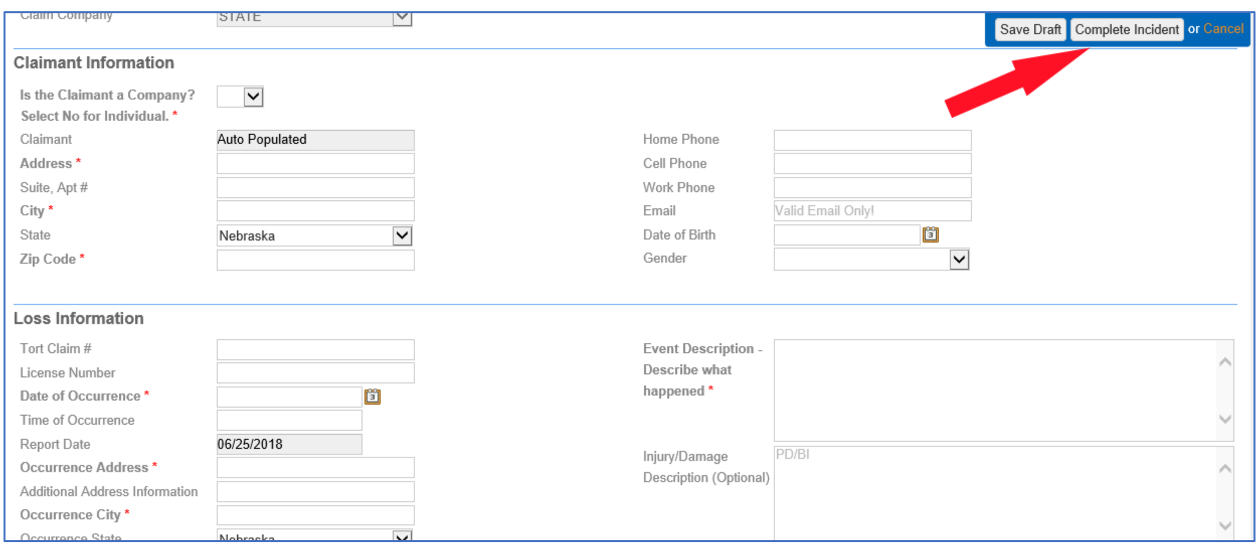


After you click on the **Save and Continue** button, the screen will refresh and you can scroll back to the bottom and click on the **Upload File** link on the right side.

Click HERE to see more about adding attachments to the report.

Before completing the incident, you can print the information you have entered by right clicking your mouse on the incident and select print.

If you are finished with your entry, click on the **Complete Incident** button in the top right of the screen.

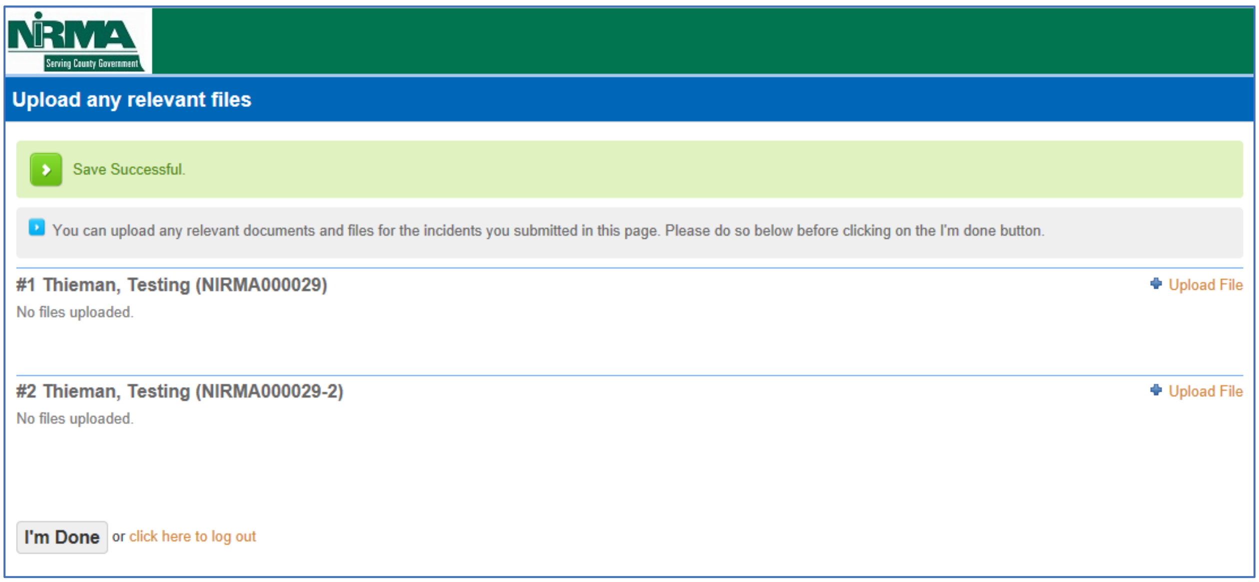


Within a few minutes, you will receive an email notification so that you know your incident has been successfully submitted to NRMA, Inc. for processing. Attached to the email will be a PDF document called Abstract.pdf. This will be a summary of the claim you have submitted.

The subsequent claims that you are submitting will be opened as you complete each one and you will need to make any changes to the information and repeat the process for attaching documents and completing the claim entry.

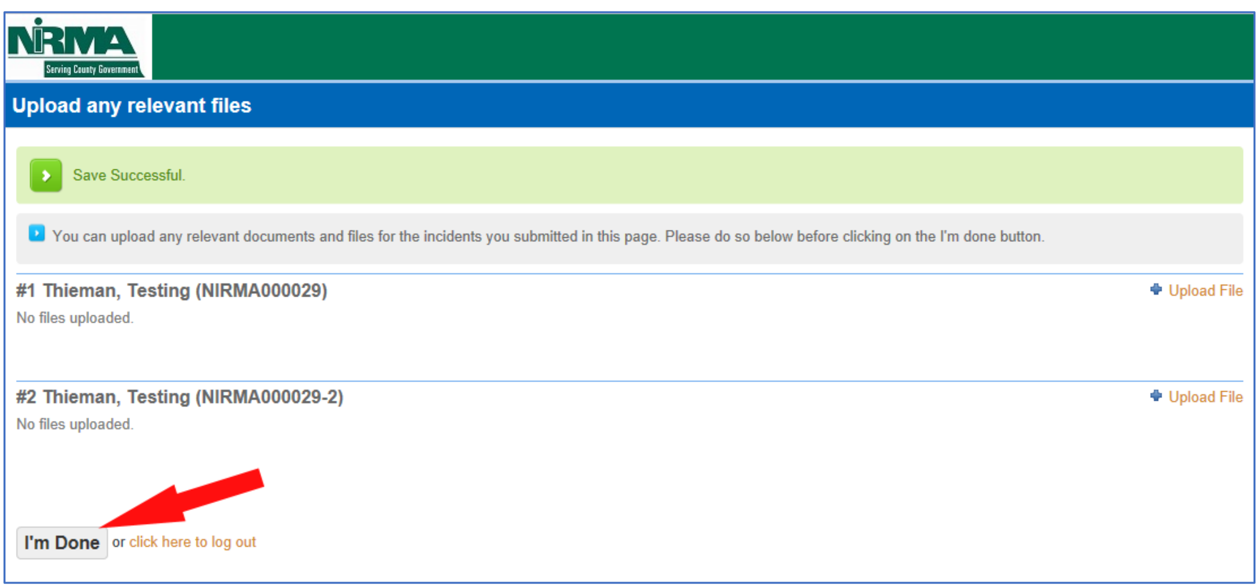
If at any time you would like to exit the portal without saving your incident, click on the Cancel option in the upper right corner and the incident will be deleted and removed from the system.

After clicking on **Complete Incident** after the last claim is entered, you will have the opportunity to attach documents to each individual claim if you missed doing so on the initial entry.



Click on the **Upload File** on the right side of the screen and attach the files by following the Instructions for Attaching Documents.

Once you have completed, click on the **I'm Done** button.



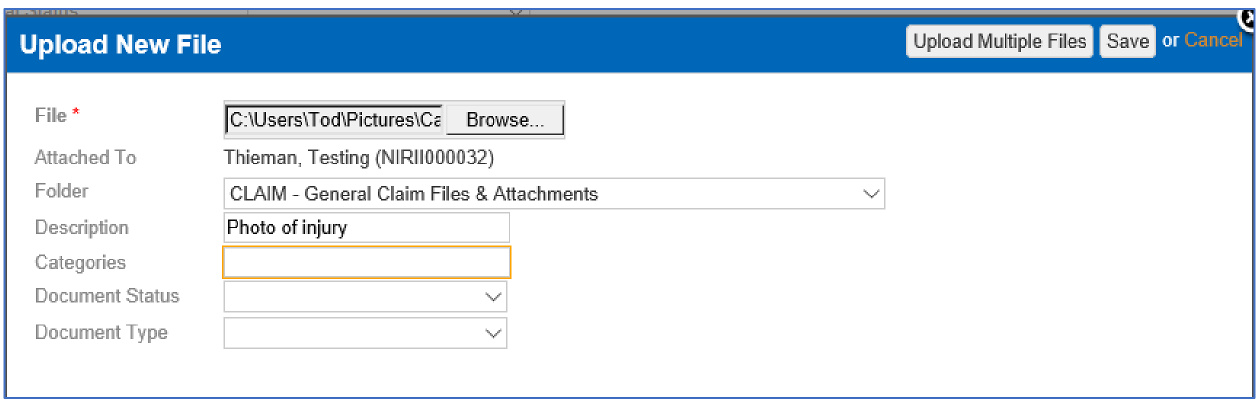
Attachments

After you click on the **Save and Continue** button, the screen will refresh and you can scroll back to the bottom and click on the **Upload File** link on the right side.

You can either add single attachments one at a time, or you can add multiple attachments if you have more than one for the incident.

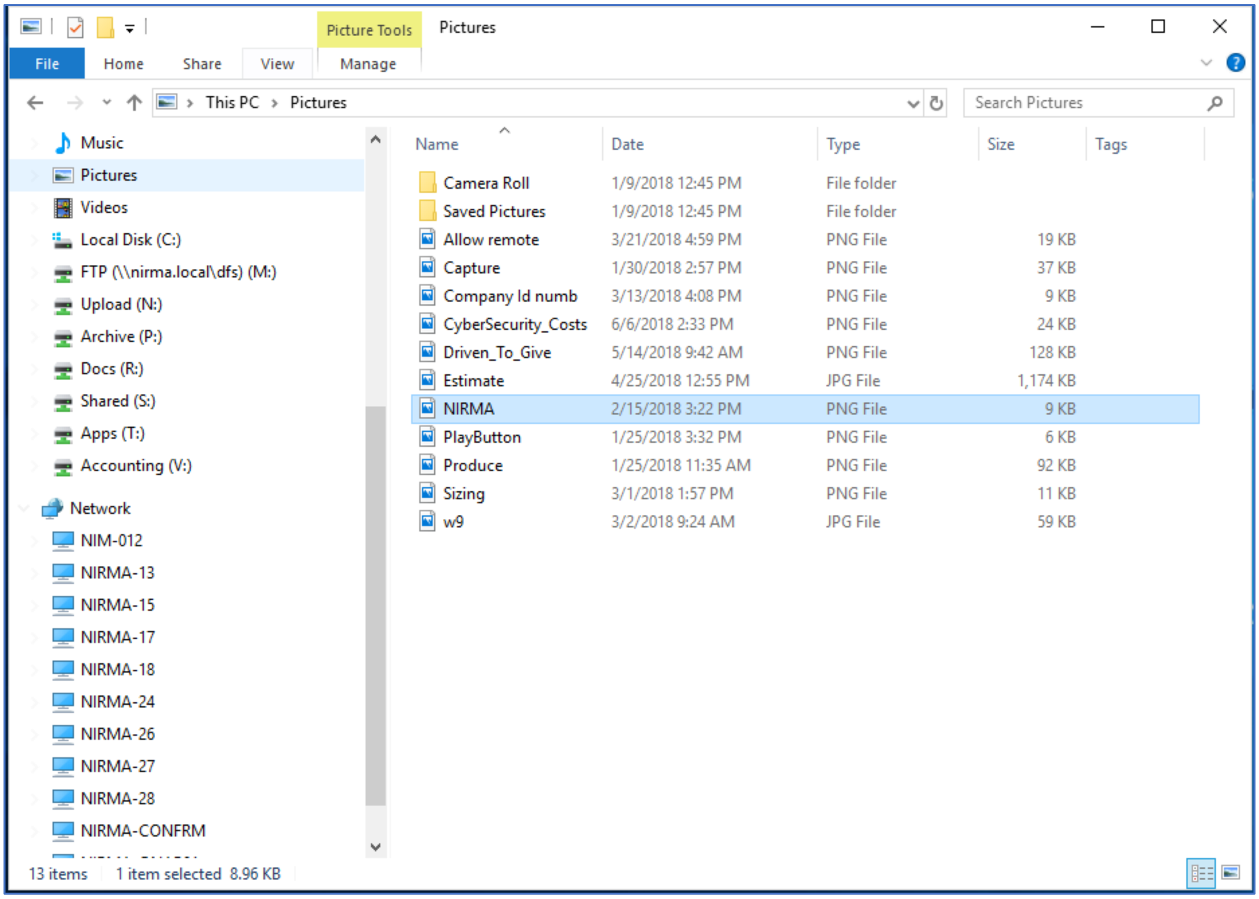
Add a Single Attachment

If you have one file to attach, click on the **Browse** button, find the file on your PC system's directory, select the Folder to save the attachment to in Origami (I recommend CLAIM), and if you would like, enter a Description for what the file is. Click on the **Save** button and the file will be uploaded.

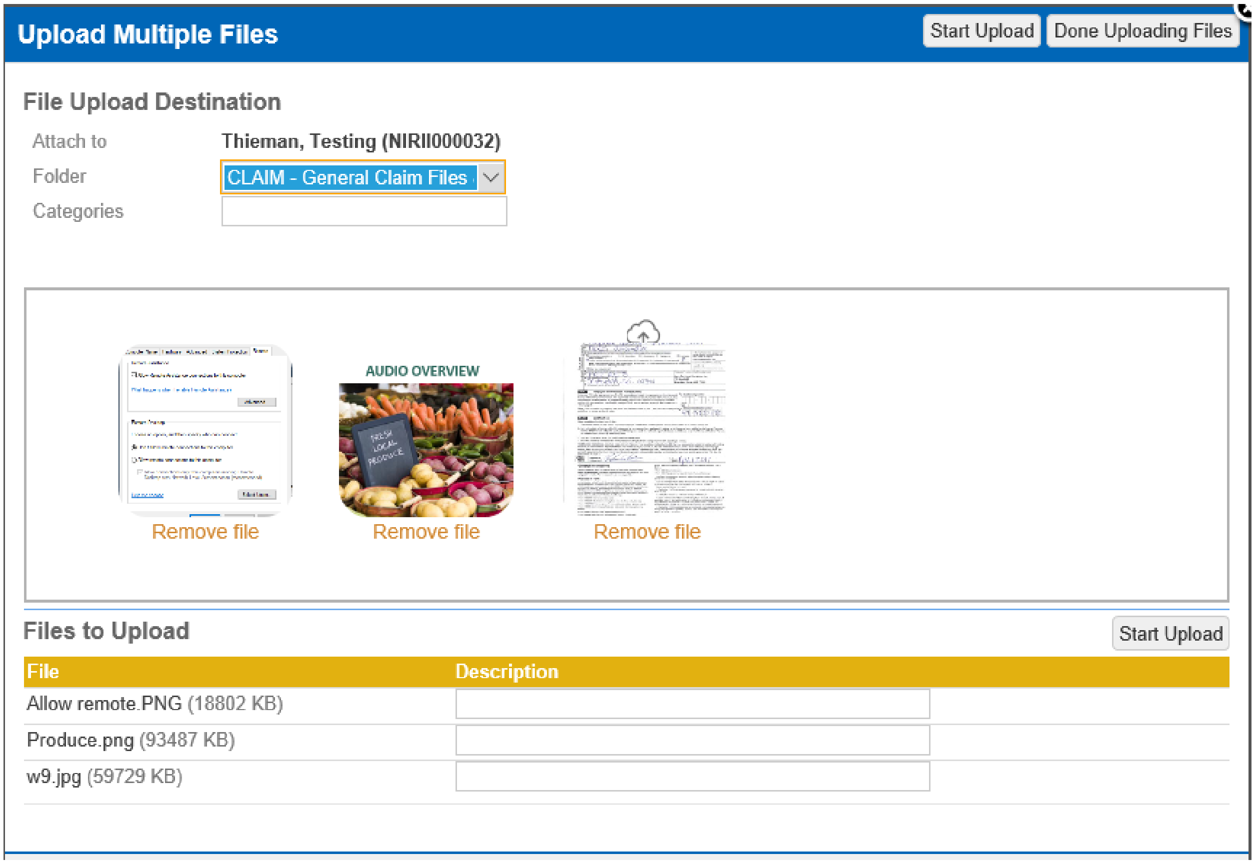


Add Multiple Attachments

If you have more than one attachment that you would like to put on the Incident, you can click on the **Upload Multiple Files** button. Select the Folder you would like all your attachments to be uploaded to in Origami (I recommend CLAIM). Open your PC Directory that contains the files you would like to attach to the incident.



You can select the files from the open folder and drag them into the Upload Multiple Files screen.



If you didn't want one of the files to be attached, click on the **Remove file** option below the document. You can enter descriptions for each file toward the bottom of the screen. Once all your attachments are displayed and you have entered descriptions (if you choose to enter one) click on the **Start Upload** button.

An *Upload Complete* message will appear below your list of files once all files are fully uploaded. Click on the **Done Uploading Files** button if you are finished.

You will be returned to the incident form entry screen and your uploaded files will now appear at the bottom.