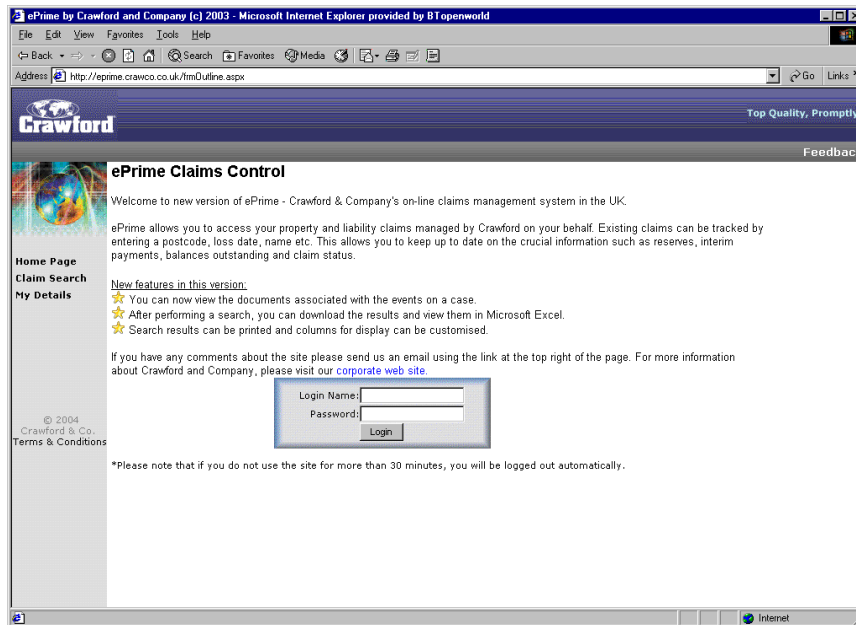


ePrime Claims Control System

Access ePrime at <https://www.crawco-claims.co.uk/eprime2/>



To access the site, enter your login name and password

When using ePrime for the first time, your password should be reset using the “My Details” menu item – see left-hand side of screen. It is recommended that passwords are changed periodically.

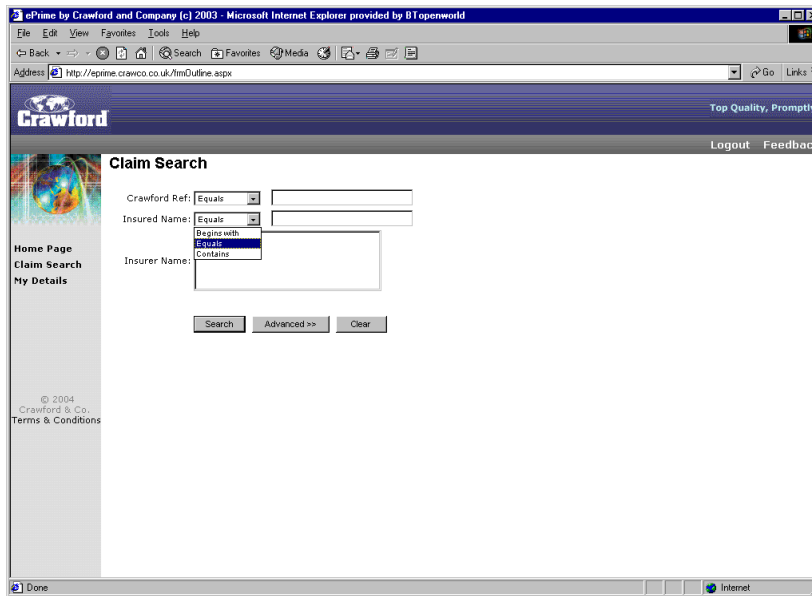
There is a “Feedback” link on the top of every ePrime screen. Feedback from ePrime users is encouraged. We welcome all ideas, thoughts and comments that you may have. Please also use this link if any problems are experienced. Activating the link will create an e-mail to external.support@crawco.co.uk

Claim Search

To carry out Claims Search click on the Claims Search Now icon from Home screen, or the Claim Search menu item on left hand side of screen. The Claims Search screen opens – see screenshot below.

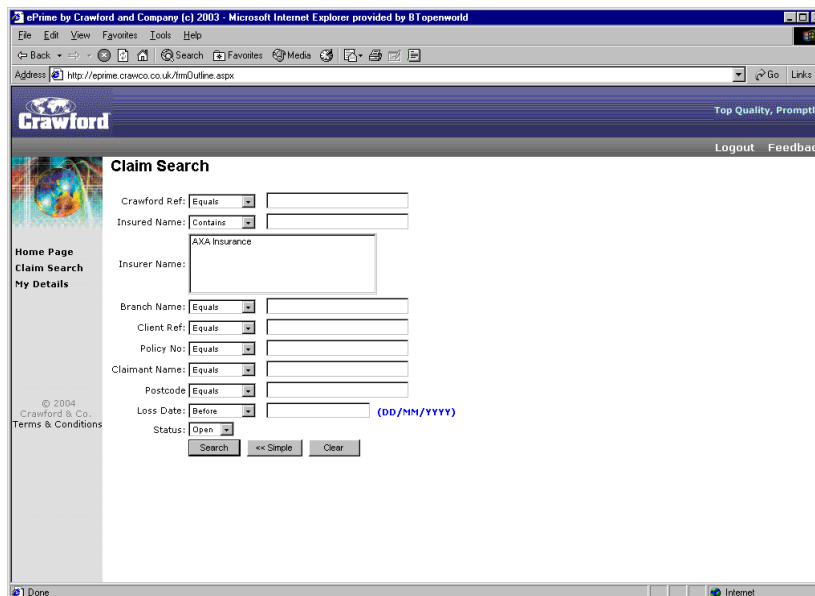
The most simple search is to select one specific case, using the Crawford Ref field (if known). Alternatively, you can search by Insured Name – using the dropdown to select Begins With, Equals or Contains.

For example, if we have entered a claim as Mr D J & Mrs R E Barratt, you may only know that the claim is in the name of Barratt or D Barratt. You can search for “Barratt” (without the quote marks) using Contains. To refine the search to D Barratt, use the wildcard character %, and enter “d%barratt”.



To produce a return of all active cases for the Client(s) shown in the Insurer Name field, simply click on the Search button.

You can also refine your search by using the Advanced button:



This allows you to specify cases for a specific Crawford branch, client reference, policy no., third party claimant name, postcode and loss date. Each variable may be further refined using the dropdowns. So for example, you could search for cases where the postcode Begins With “MK” (i.e. somewhere in the Milton Keynes postal area) where the loss date was on or after “01/01/2004”.

Once the search parameters have been selected, and the Search button pressed, the result will show the case(s) that meet the search request:

ePrime by Crawford and Company [c] 2003 - Microsoft Internet Explorer provided by BT openworld

Address: http://eprime.crawco.co.uk/frmOutline.aspx

Top Quality, Promptly

Logout Feedback

Claim Search Results

Go to Page: [] Previous Page Next Page Export to CSV (Excel) Print All

Record Number: 1-12 of 1753 Page # 1 of 147

Hints: By clicking on the column header of any field, you can sort the results of your search. You can also customize the number and order of your columns by clicking here

Crawford Ref	Client Ref	Policy No	Claimant Name	Situation Postcode	Loss Date	Status	Peril	Current Gross Reserve	Interim Payments	Balance of Reserve Outstanding
597	G7/12/33630CL/95	JG712/X8329835	INSURED	LS6	15/07/1995 00:00:00	Open Confirmed	Subsidence	£8,072.00	£1,927.66	£6,144.34
6008	cm/318314	TBA	INSURED	WA1 1ES	28/10/1998 00:00:00	Open Confirmed	Impact	£0.00	£0.00	£0.00
10236	L/GW/416711/AJD	EMPTY	INSURED	SE1 6TU	03/02/1998 00:00:00	Open Confirmed	Employers Liability	£0.00	£0.00	£0.00
13129	CC/SW/DD/18350/00	EH COM 536624	INSURED	EMPTY	02/07/2000 00:00:00	Open Confirmed	Public Liability	£0.00	£0.00	£0.00
17250	432337	EMPTY	INSURED	EMPTY	15/11/2000 00:00:00	Open Confirmed	Employers Liability	£0.00	£0.00	£0.00
18198	SPE/KMH/G325/32100YE	TBA	INSURED	G	15/11/1995 00:00:00	Open Confirmed	Contractor liability	£0.00	£0.00	£0.00
20352	BS01/KMH H4/16/19076WZ	MH416/V2016747	INSURED	IV306BE	01/03/1999 00:00:00	Open Confirmed	Subsidence	£71,324.18	£41,285.18	£30,039.00
21234	10016247	FGG/BE671076	INSURED	EMPTY	10/09/2000 00:00:00	Open Confirmed	Fire	£0.00	£76,322.00	£0.00
24689	YA01/DD-19312/RAR	LP PPP 920677	INSURED	EMPTY	30/10/2000 00:00:00	Open Unconfirmed	Public Liability	£155,000.00	£0.00	£155,000.00
25705	M4/10/S1767FA	QA 657693	INSURED	SE12	15/05/2000 00:00:00	Open Confirmed	Malicious Damage	£5,000.00	£0.00	£5,000.00
25933	H7/12/52788FS	TBA	INSURED	MK42 7HQ	04/03/2000 00:00:00	Open Confirmed	Subsidence	£7,500.00	£2,294.36	£5,205.64
26368										

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The results can be:

- Printed out as hard copy (via the Print All button)
- Exported as a .csv file (which can be opened in MS Excel for manipulation/analysis)

Different pages of the results can be viewed by means of the Previous Page/Next Page buttons

If details of a particular case are to be examined, this is done from the Crawford Ref column. Each reference number is a hyperlink to the case details:

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Address: http://eprime.crawco.co.uk/frmOutline.aspx

Top Quality, Promptly

Logout Feedback

Details of Claim #: 283982

[Back to Search Results](#)

Insured Name	Mrs L Hodgson
Loss Location	346 Manchester Rd,Worsley,Manchester,M28 3WE
Loss Type	Property
Peril	Fire
Accounting Centre	Axa CP Business Unit
Client Ref	55004620
Insurer	AXA Insurance
Claimant	INSURED
Events	View Events and associated documents

Contact Details

Quality Owner	Accounting Centre	Owner Tel No	E-mail
Pamela Halkett	Axa CP Business Unit	0141 2295517	Click to e-mail owner

Dates

Instruction	Loss Time	Closed Time	Last Event	Completed
29/07/2004 15:27:00	28/07/2004 09:00:00		Letter Issued	09/08/2004 11:47:00

Addresses

Insured Address	346 Manchester Rd,Worsley,Manchester,M28 3WE
Situation of Loss Address	346 Manchester Rd,Worsley,Manchester,M28 3WE

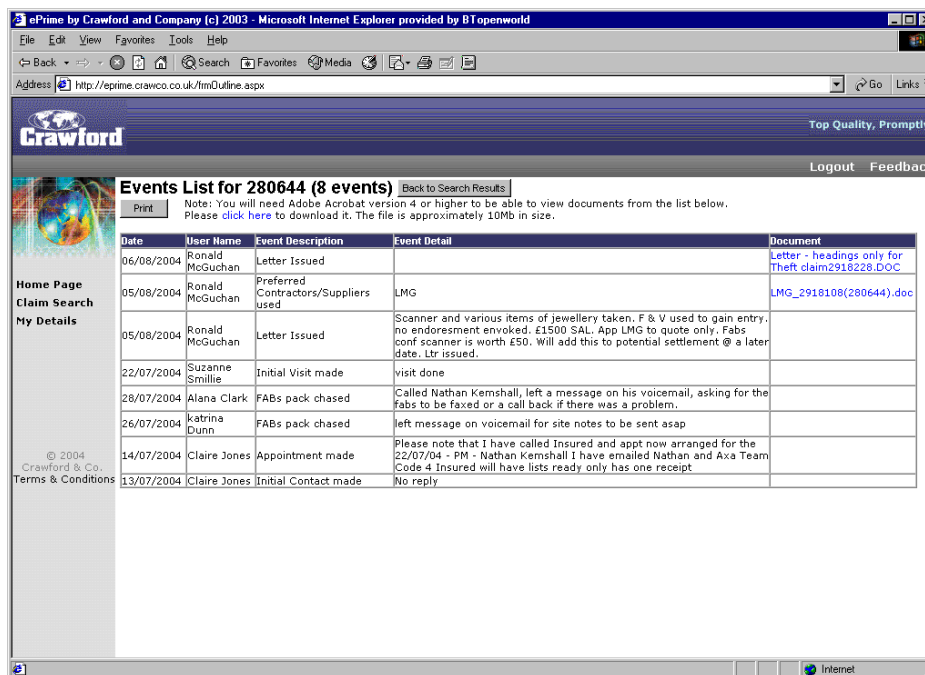
Claimants

No additional claimants.

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In addition to displaying the details of the case selected, this screen gives contact details of the Crawford case owner – name, location, telephone number (direct dial where possible) and e-mail address. This latter is another hyperlink. So long as your own e-mail application is active, clicking on this link will automatically address an e-mail to the case owner. You can therefore make use of either telephone or e-mail to make direct contact with the case owner whenever a query arises.

The history of the case can be viewed via the View Events field (or directly from the search results by clicking on the “book” symbol below the Crawford Ref number). This displays the events that have been logged against the case, with the most recent at the top of the list.

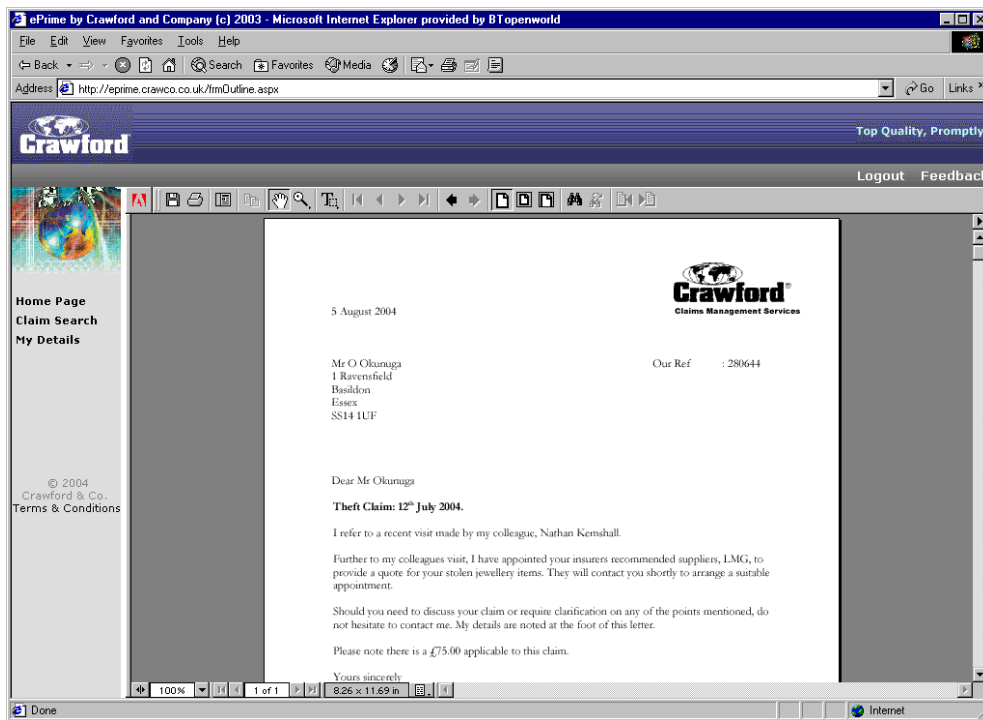


Date	User Name	Event Description	Event Detail	Document
06/08/2004	Ronald McGuchan	Letter Issued		Letter - headings only for Theft claim2918228.DOC
05/08/2004	Ronald McGuchan	Preferred Contractors/Suppliers used	LMG	LMG_2918106(280644).doc
05/08/2004	Ronald McGuchan	Letter Issued	Scanner and various items of jewellery taken. F & V used to gain entry. no endoresment envoked. £1500 SAL. App LMG to quote only. Fabs conf scanner is worth £50. Will add this to potential settlement @ a later date. Ltr issued.	
22/07/2004	Suzanne Smillie	Initial Visit made	visit done	
28/07/2004	Alana Clark	FABs pack chased	Called Nathan Kemshall, left a message on his voicemail, asking for the fabs to be faxed or a call back if there was a problem.	
26/07/2004	katrina Dunn	FABs pack chased	left message on voicemail for site notes to be sent asap	
14/07/2004	Claire Jones	Appointment made	Please note that I have called Insured and appt now arranged for the 22/07/04 - PM - Nathan Kemshall I have emailed Nathan and Axa Team Code 4 Insured will have lists ready only has one receipt	
13/07/2004	Claire Jones	Initial Contact made	No reply	

The Notes for each event appear in the Event Details column. For those events where the details entered are fairly lengthy, these will be truncated and the following symbol will show at the end of the last line (...)

Clicking on this symbol will open a pop-up window that will display the full text of the note appended to this event.

Where there is an associated document, this may be viewed, via the hyperlink in the right hand column (see screenshot below).



The document is created as a pdf image, which can be viewed using Adobe Acrobat reader. Most ePrime users will have this application on their computers, but if not, a copy can be downloaded via the link in ePrime. By using the pdf format, we can ensure that the documents remain in read-only form.

Troubleshooting

If you experience trouble using ePrime it may be for one of the following reasons:

- The claim you are seeking to access is Closed. As more and more claims are added to Prime, the response times for ePrime would get slower and slower. To overcome this, ePrime is set to default to access Open or active cases. In this way, we are able to maintain the number of claims to be accessed at a consistent number. If the case you require is (or you suspect it might be) Closed, click on the Advanced button on the Claim Search screen. This opens up extra search criteria. The bottom one is Status. This can be set to Open, Closed or ALL. See the screen shot on the second page of this document for more information on the search screen
- Your ePrime account is set to access cases entered against one or more specific client entries. It may be that the case you require is entered against a different client for which you do not have permission to access. In this case, click on the Feedback button or contact external.support@crawco.co.uk via one of the contact details shown below



- If ePrime refuses to allow you access to the site, it may be that your account has expired, or you have exceeded the logon attempts for your user name or password. In this case, please contact external.support@crowco.co.uk and your account will be reset