



LAM Claims Portal

Client Instruction Guide

User Selection



Linkfield Accident Management Ltd

LAM Claims Portal

Welcome to the LAM Claims Portal.

User type: *

Please select...



Login >

Select "Trust" as User type.

Login



Linkfield Accident Management Ltd

LAM Claims Portal

Welcome to the LAM Claims Portal. Please sign in to view all claims under your organisation's motor fleet insurance policy.

Username / email address: *

Password: *

Login >

Show all login types

Linkfield Accident Management Ltd
1-3 Linkfield Corner, Redhill, Surrey, RH1 1BL

Phone: 03300 023 331

Email: newclaims@lamclaims.co.uk

Useful links

[Legal notice](#)

Linkfield Accident Management Ltd is registered in England & Wales (3249734) and authorised and regulated by the Financial Conduct Authority (FRN837613).

LAM Claims Portal | Powered by [Accuclaim](#)

Enter your Username and Password.

Welcome Page



Linkfield Accident Management Ltd

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LAM Claims Portal

Welcome

All claims that have been reported under your organisation's motor fleet insurance policy can be reviewed on this page.

If you have any queries relating to these claims, or would like to report a new claim, please contact us as follows:

- Existing Claims (Repair queries): 03300 023 331 - Option 2
- Existing Claims (Liability/General queries): 03300 023 331 - Option 3
- New Claim Reporting Line: 03300 023 331 - Option 1

Open claims

| VRN | Reference | Incident date | Policy number | Status | |
|---------|------------------|---------------|---------------|--------|------------------------|
| DG16FCU | LAMFSALZ00092126 | 01/05/2017 | SS300000001 | n/a | select |

Here you will find a list of all Open Claims for the policies assigned to your login.

Please note that once the claim status is updated beyond the "repair and payment complete" stage, the claim will then no longer be listed.

Tips: If there is a line under a status it means an additional note has been added.

If you hover the cursor over it, you can see the note

If you click on "select", this will provide additional individual claim details.



Linkfield Accident Management Ltd

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LAM Claims Portal

Vehicle details

Vehicle registration:

DG16FCU

Vehicle make:

FORD

Vehicle model:

FOCUS C-MAX GHIA 1988CC

Vehicle colour:

Black

Vehicle declared drivable:

No

Policy number:

SS300000001

[Back to home](#)

Claim details

Claim reference:

LAMFSALZ00092126

Main contact:

Phil Smith

Contact telephone:

TBA

VAT status:

Not registered

Incident description:

TBC

Details of the damage:

TBC

Incident date and time:

01 May 2017 at 00:00

Driver name:

Phil Smith

Contact email:

TBA

Excess payee:

Driver

Repair status

▪ Current status: n/a

File uploads

File:

File type / name

No records found

Claims Details

An example of additional claim details.

This screen also enables you to upload any relevant correspondence to us.

Repair history will build up as each job progresses, with statuses being added by repairers and our in-house FNOL team.

Document Uploading

File uploads

File:

File type / name

No records found

To upload correspondence, click on "*Select*" underneath "File uploads".

Document Uploading

File uploads

File:

Name: *

Type: *

Please select...▼

Comment: (optional)

After selecting the file that you wish to transfer from your own PC/Server, the "File" field will be populated.

You can then amend the "Name" field if you wish.

Then select, from the drop-down list in the "type" field, the correct document type.

Document & File Types

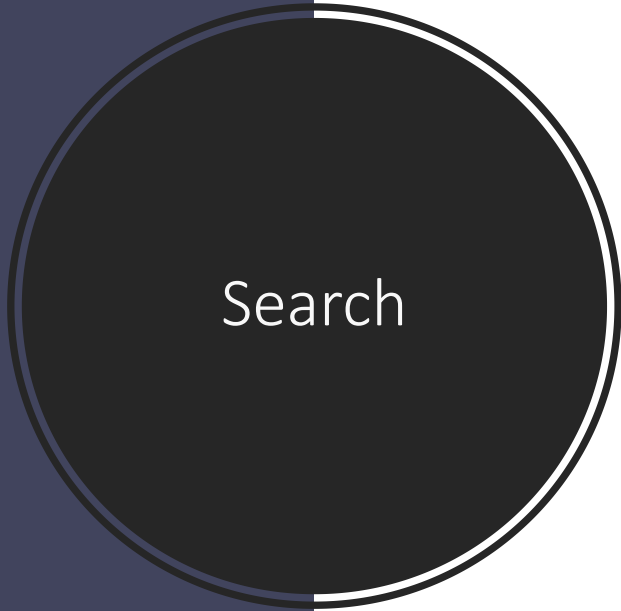
| Document Types |
|----------------------------|
| Claim Form |
| Damage Photograph |
| Driver Correspondence |
| Diagram |
| Driver Images |
| Email Correspondence |
| Estimate |
| Insurer Correspondence |
| Letter or Correspondence |
| Miscellaneous |
| Invoice |
| Statement |
| Third Party Correspondence |
| VAT and Excess Invoice |

| File Extension Type |
|---------------------|
| .doc |
| .docx |
| .gif |
| .html |
| .jpeg |
| .jpg |
| .pdf |
| .xls |
| .xlsx |
| .msg |

Status Options

| Repair Status | Action By |
|--|-----------|
| Repair Not Requested | N/A |
| No damage insured vehicle – No repair requested | N/A |
| Reported via insurer – No repair requested | N/A |
| Alleged – No repair requested | N/A |
| Replacement keys – No repair requested | N/A |
| Hire car awaiting invoice – Hire company repairing | N/A |
| Incorrect fuel – Awaiting invoice | N/A |
| Non LAM pepaire – Awaiting Invoice | N/A |
| Import – Awaiting repairer to be assigned | Handler |
| Recovery required | N/A |
| Vehicle in storage | N/A |
| Repairer recovering | Supplier |
| Independent recovery company recovering | N/A |
| Repairer confirmed | Handler |
| Repair Declined | Handler |
| No excess paid | N/A |
| Awaiting booking | Supplier |
| Repairer Unable to Contact Driver | Handler |
| No courtesy car | Supplier |
| Liability confirmation required | Handler |
| Vehicle booked in | Handler |
| Awaiting Customer Images or Info | Supplier |
| Vehicle on site / awaiting estimate | Supplier |
| Drivable awaiting estimate | Supplier |
| Estimate received | Handler |
| Estimate with engineers | Handler |
| Estimate under query | Handler |
| Awaiting Engineer Inspection | Handler |
| Estimate authorised | Supplier |
| Awaiting Insurer Approval | Handler |
| Vehicle is a total loss | Supplier |
| Repair in progress | Handler |
| Parts ordered | Supplier |
| Part delay | N/A |
| Parts received | Supplier |
| Supplementary estimate received | Handler |
| Supplementary estimate with engineers | Handler |
| Supplementary estimate authorised | Supplier |
| Repair completed | Supplier |
| Awaiting Engineer Approval | Handler |
| Vehicle with customer | N/A |
| Vehicle moved to specialist | N/A |
| Vehicle to be scrapped | Handler |
| Vehicle scrapped | N/A |
| FNOL complete | N/A |
| Payment Awaited from Insurer | N/A |
| Invoice Approved for Payment | N/A |

The progress of each repair is monitored using these status options (listed in chronological order) for repairers and our in-house FNOL team to select.



LAM Claims Portal

Search

Vehicle registration:

Incident date: (dd/mm/yyyy)

Claim reference: ([what is this?](#))

Surname / company:

Active repair:

Repair status:

[Find](#) [Reset](#)

By clicking on "Search", you can search for individual claims by completing any of the relevant search boxes.

Please note that "Surname /Company" relates to Driver details.
This can also be wildcard searched by typing in letters and adding an *. E.g. "Smi*"

You are also able to search by Active or Non-Active Repairs or Repair Statuses
by selecting from the relevant dropdowns.



Feedback

We will be continuing to add new Statuses to the list shown previously to improve the overall efficiency of each repair and the updates provided.

We value your feedback, and therefore if you have any suggestions on how we can improve the functionality, please send these to Lisa Carroll (our Business Systems Analyst) at lisa.carroll@lamclaims.co.uk