

Claim Submission

MASTER POLICY QBE

QBE Claim Support:
WWW.FILEMYCLAIM.IO

1

Review the resident insurance coverage within the lease details.

If you are enrolled in one of the Rentvine TLL insurance programs, move to the next step.

2

Gather supporting documents:

- Pictures of damage
- Incident Report
- Fire/Police Report (if applicable)
- Resident Contact Information

3

The claim form will require the following information:

- Master Policy Number
- Property Name/Contact
- Unit Number
- Resident Name/Contact
- Description of Loss

File a claim at:
www.filemyclaim.io

4

A Claim Representative is assigned and will contact the property manager within 24 hours. (Excludes holidays and weekends).

If necessary, as part of the investigation, a field inspection will be arranged within 72 hours.

5

Claims are typically resolved within 25 days or less. Larger claims may take more time, as they are dependent upon local authority investigations.

Claims are paid directly to the address provided.

