

Submitting a Claim in BriteCore

There are two different ways to start a claim in BriteCore. The first and often easiest, is to go into the policy in BriteCore and, under the "Policy Setup" tab, click to "File a Claim"

22663 – Policy Setup Policy Setup Accounts Receivable

Back to List

Policy ID
10-2017-222663

Policy Type
Homeowners

Policy Term 06/16/2017 - 06/16/2018	Length 1 Year	Inception Date 06/16/2017	Policy Status Active	Renewal Status Renew	Named Insured(s) Shaun T. Wilkins, Lydia Wilkins
--	------------------	------------------------------	--------------------------------	--------------------------------	---

Additional Description (1,000 Characters Available)

Quote a Change
Click Icon to Create a Change.

File a Claim
Click Icon to File a New Claim.

This will take you to another page to enter more information:

File a Claim

Policy Information

Policy Search

Policy Number
10-2017-222663

Policy Status
Active

Term Effective Date
2017-06-16

Term Expiration Date
2018-06-16

View Declaration

Contacts

Insureds

Shaun T. Wilkins
[Redacted]

Lydia Wilkins
[Redacted]

Agency

1070 - Lance Pratt
PO. Box 3428, Knoxville, TN 37927
(865) 523-5153 X235
lance@famtinsurance.com

Claimant(s) (If Applicable)

Claim Information

Claim Status
Pending, Unsubmitted

Property

Loss Cause(s)

Coverage Item(s) (optional, carrier will determine)

Loss Description/Remarks

Additional Information

Loss Date Loss Time a.m. p.m.

Police/Fire Dept. to Which Reported

Submitting a Claim in BriteCore

- Go down the right column, filling in information. Using the drop-down menu, start by selecting the property, then cause of loss and coverage filed against.
- In the “Loss Description” box, describe the loss and provide any other relevant information.
- In the “Additional Information” box, please provide appropriate contact information, and any other additional information that the company may need to know.
- Please fill in the correct “Loss Date”; the time may be left blank if unknown.
- If this loss was reported to a police, sheriff, or fire department, please provide that information in the next box. If it was not reported, please put N/A or “none”

Finally, enter “Submission Information”;

i Please Note: This claim is inactive and the Company is unaware of it until the Submit Claim button has been clicked.

Submission Information

<input type="text" value="Reported By"/>	<input type="text" value="Reported To"/>	<input type="button" value="Submit Claim"/>
--	--	---

- “Reported by” should be who called in to the office. Please provide first and last name of the person that reported the claim to you.
- “Reported To” should be your name or the person in the agency’s office that has the most information regarding the loss.

Alternate Way:

The other way of submitting a claim, if you prefer, is to go to the “Claims” module in BriteCore:



Here, you will enter the claim number, click the blue-linked policy, then continue to fill in the claims information as shown above.

File a Claim

<p>Policy Information</p> <p>Policy Search</p> <input type="text" value="10-2017-222663"/> 10-2017-222663 - Shaun T. Wilkins, Lydia Wilkins	<p>Claim Information</p> <p>Claim Status Pending, Unsubmitted</p> <p style="text-align: right;">Editing </p>
---	---

A ‘Status Change’ notice will be sent via email our agency contact on file once the claim has been accepted by FMT. If an agent submission was sent prior to 5pm EST (Monday-Friday) and you do not receive an email by end of day, please contact the claims department via claims@fmtinsurance.com to confirm receipt of claim notification.