

RCPLive

General information



RentCover.com.au/RCPLive 1800 661 662

ebm RentCover

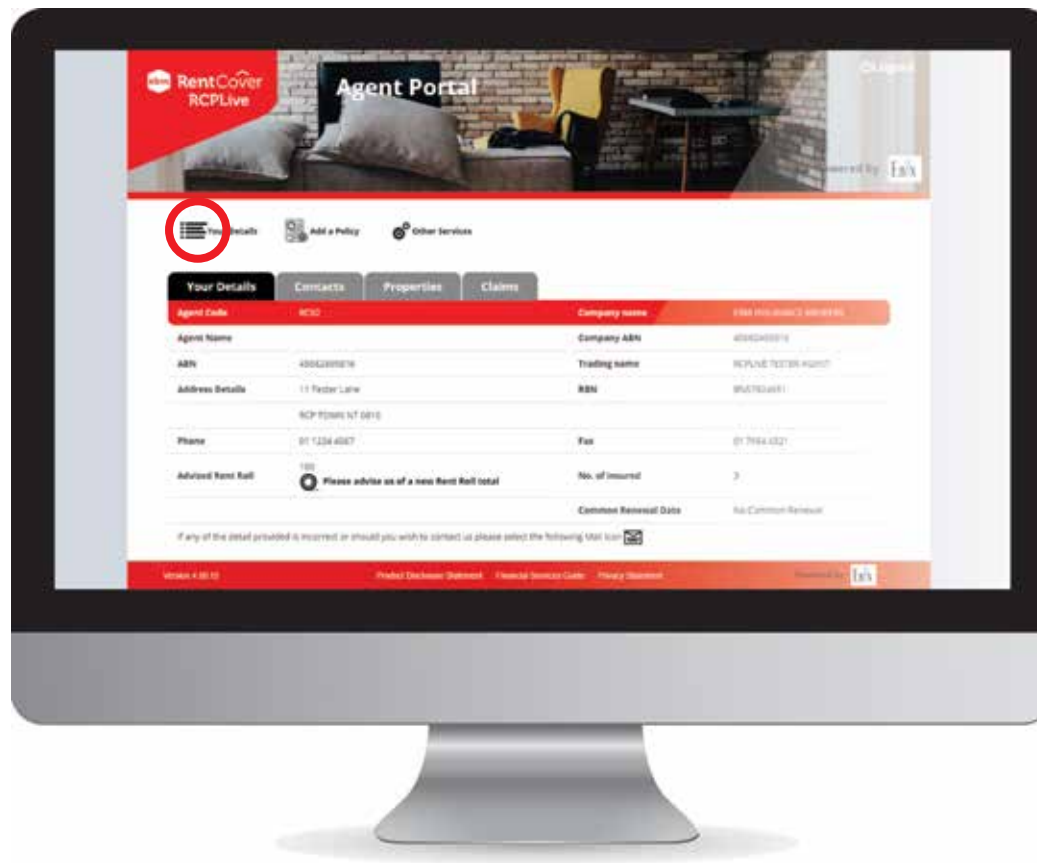


➤ You will need to go to www.RCPLive.com.au and enter your User ID & Password to gain access.

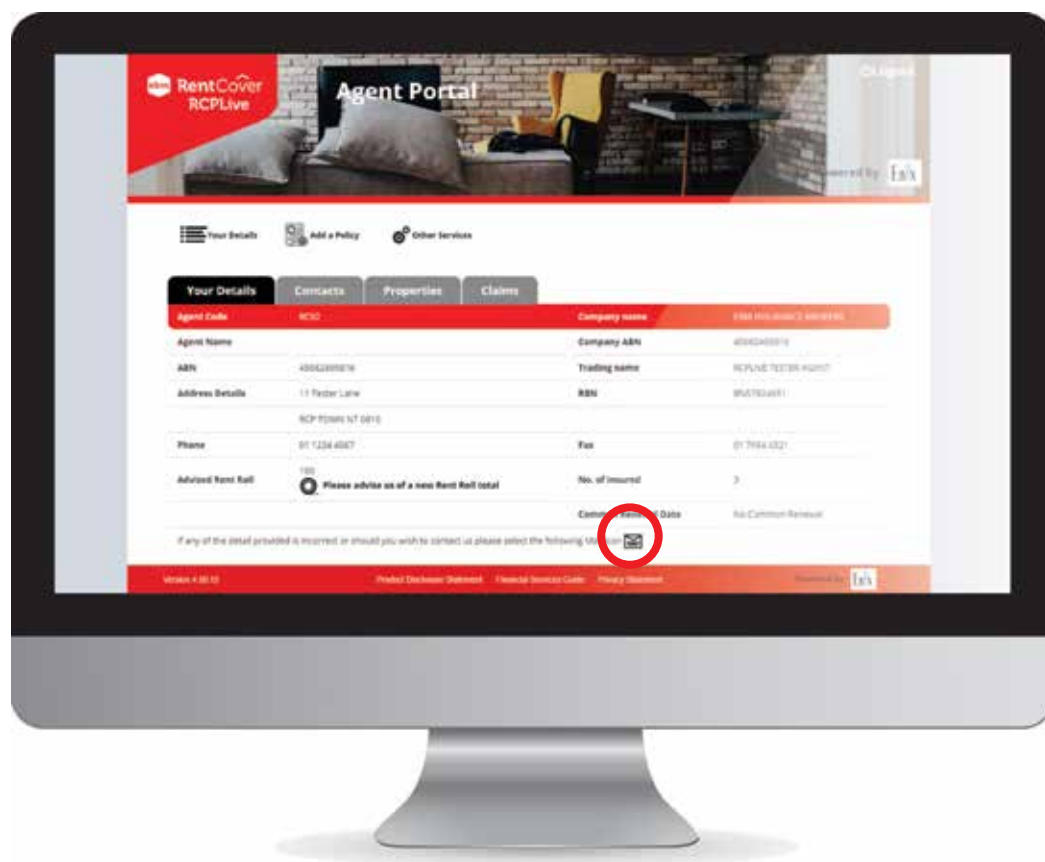
If you do not have a user ID or password, email agentsupport@ebm.com.au

Your details:

In this section you can view your office details including contact number, address details, number of properties insured and ABN.

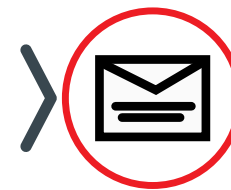
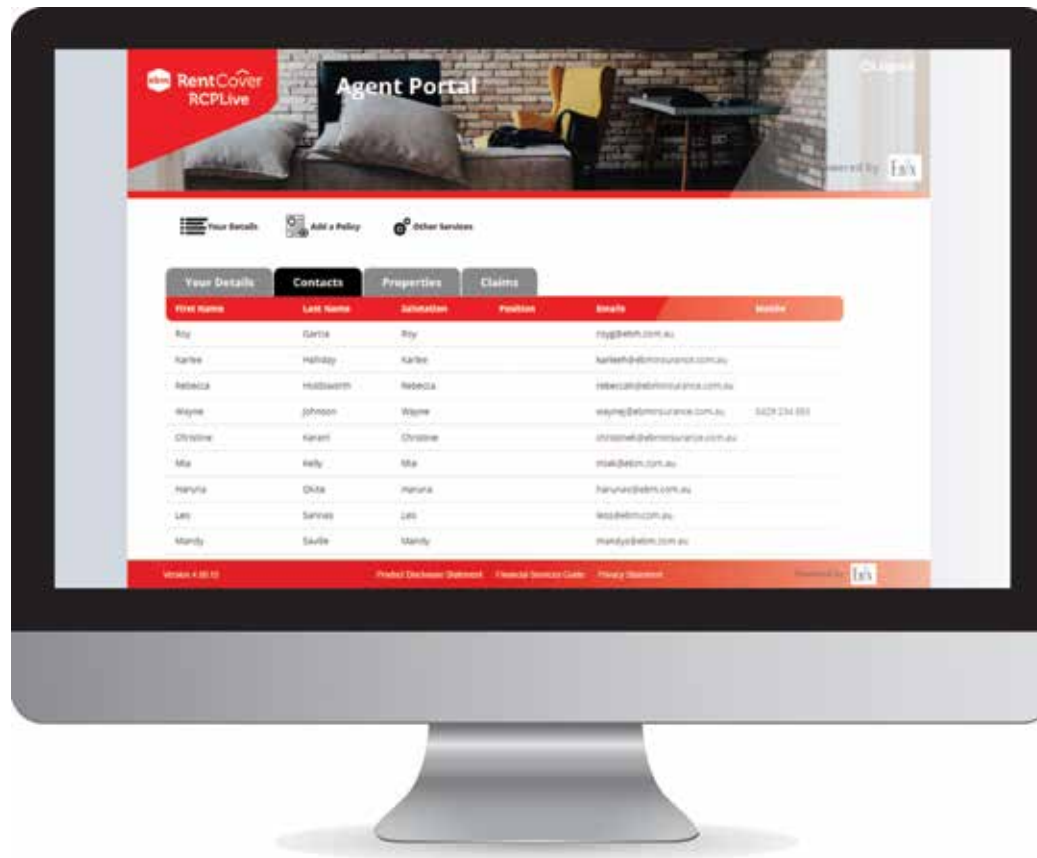


If any of this information is incorrect and needs to be updated, you can arrange this by clicking the email icon below. We may contact you should we require further details.



Contacts:

This section shows staff we have noted under your office.

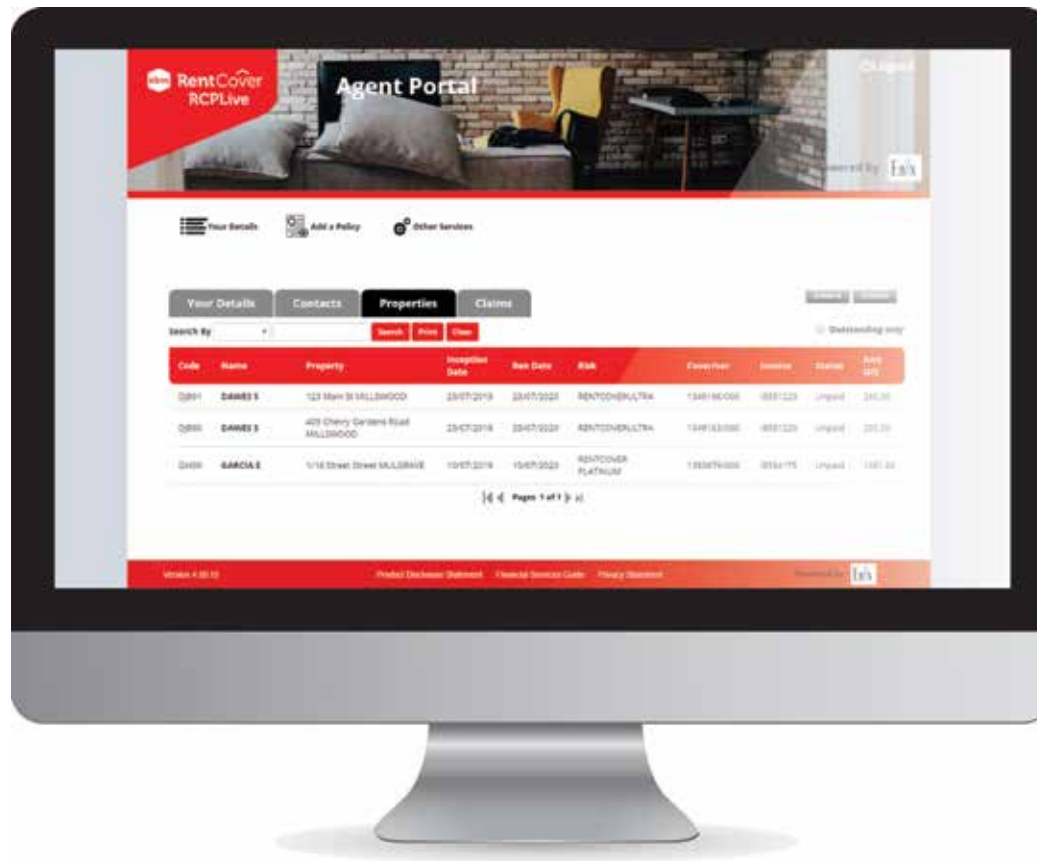


By clicking the email icon at the bottom of the page you can advise us if a staff member needs to be removed, or if we are missing someone from your property management department.

Properties:

This is one of the most used tabs in RCPLive.

This page provides details about your insured properties with EBM RentCover, insured landlords, policy types and policy dates. Scroll through using the arrows at the bottom of the page or use the search function (search by either insured name or insured address).



When searching for a property, please ensure the street number and name is written how it appears on your policy.

If you would like to find outstanding invoices you can select this on the top right of the list.

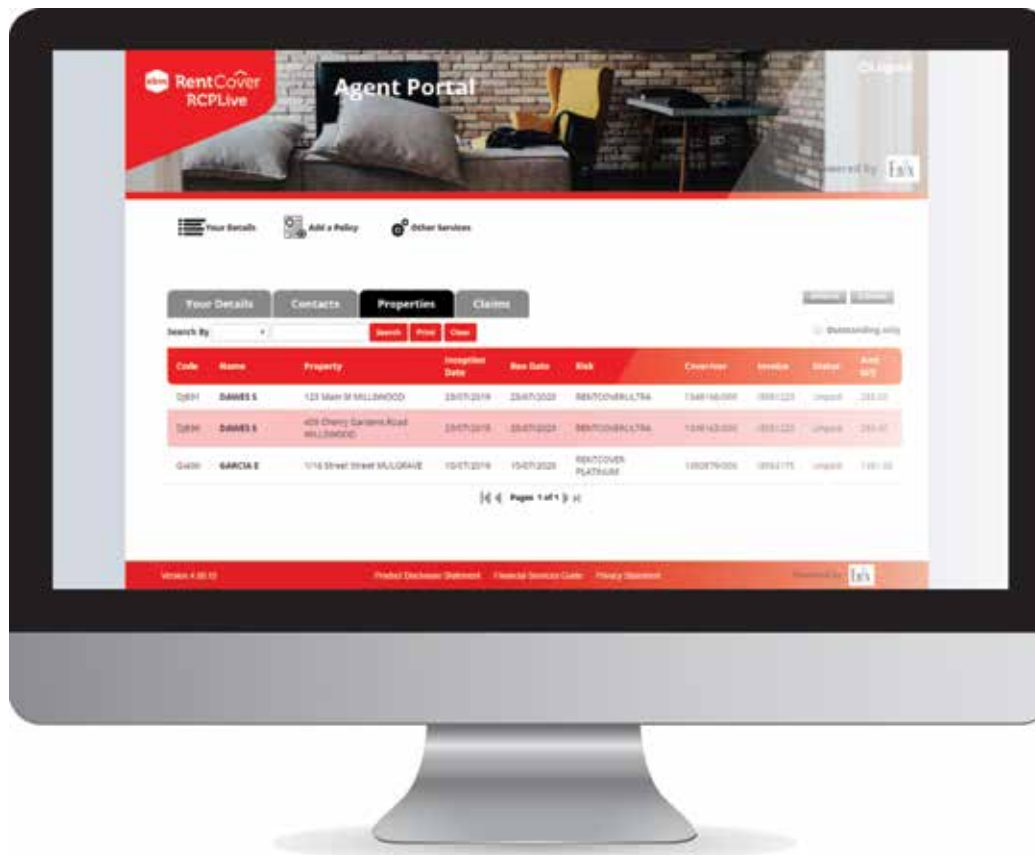
A property schedule can also be printed or saved by selecting the 'Print' button.

Print

Properties continued:

You can also choose to amend or cancel a policy from here. Start by selecting the policy you would like to amend and hit the button located at the top right.

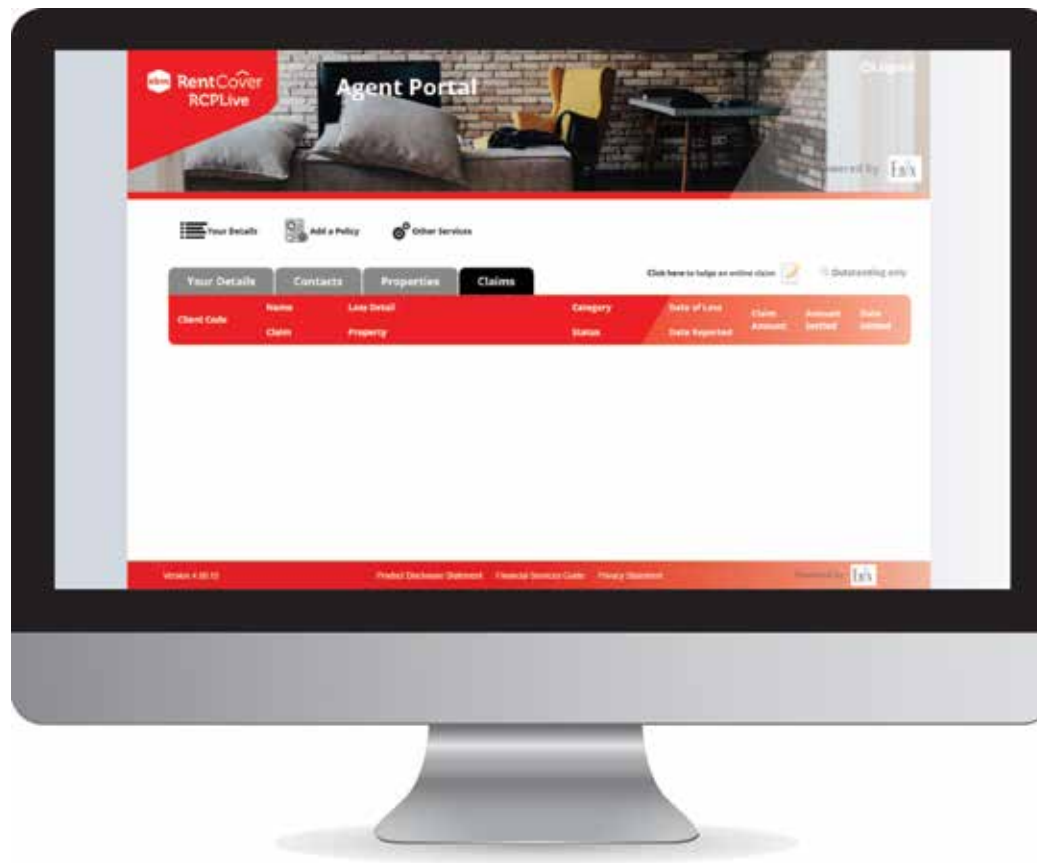
When changing or amending a policy and a refund is available, there is an option to include payee and address details for a cheque. If you would prefer to receive the refund electronically, you can also type the bank details into these fields.



The new page will ask for the details of the amendment or cancellation e.g. property sold, cancel effective 01/05/2019.

Claims:

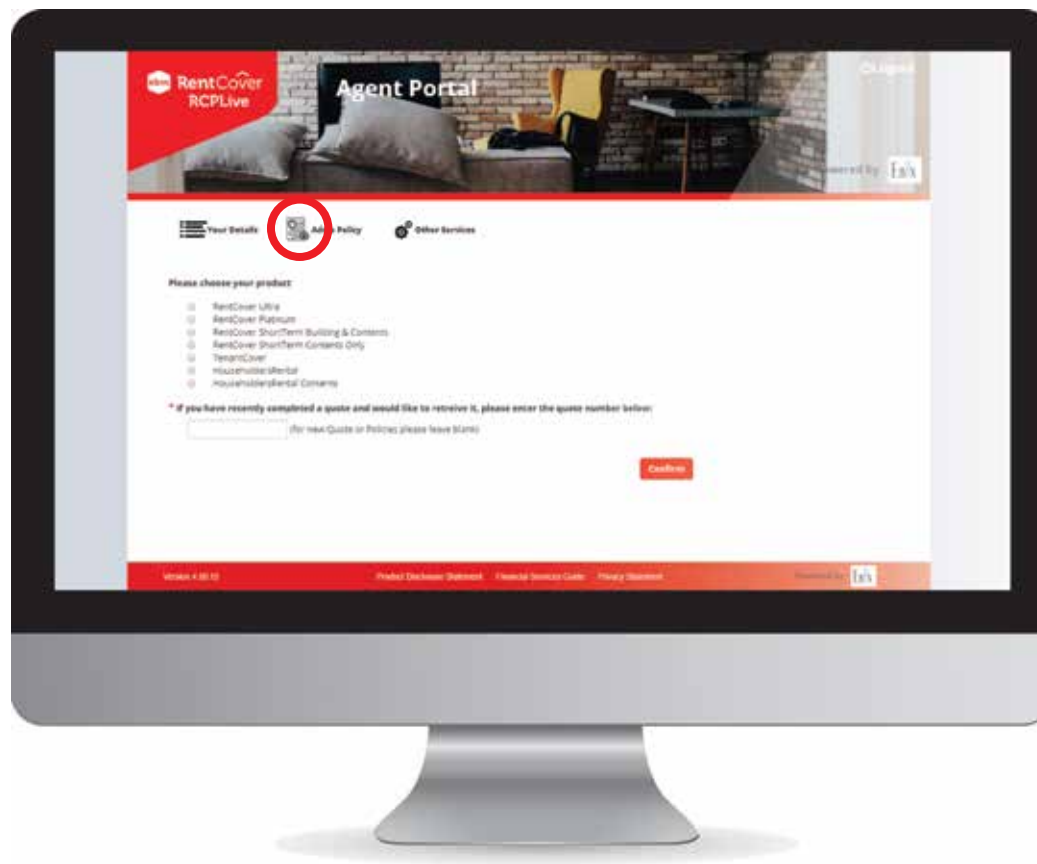
You will be able to view submitted claims in this section, as well as stay up to date with the status of pending claims and settlement amounts.



You also have the ability to search any outstanding claims by clicking the button on the far right and you can submit a new claim online.

Add a policy:

If you need to arrange a quote or place new cover, this is where you would do that. By selecting this icon on any page, it will take you to the below screen.

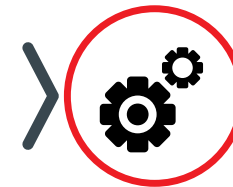
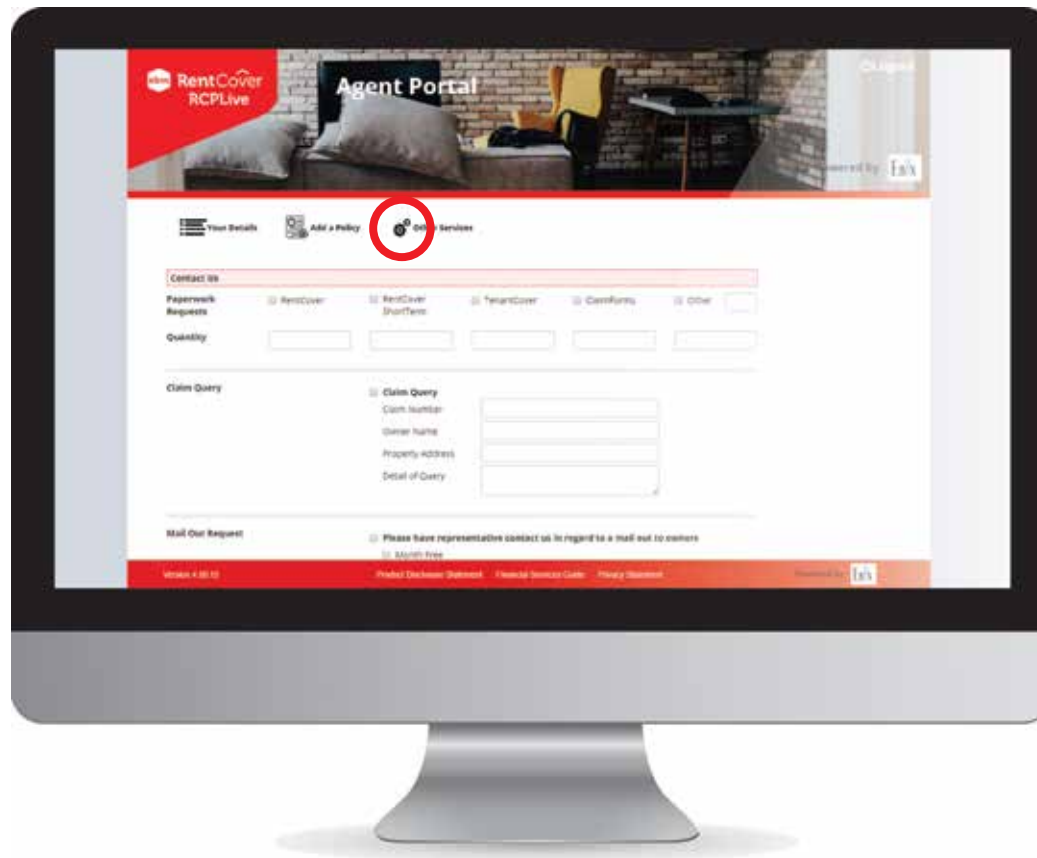


From here you can select the product you are applying for, or if you have already received a quote, place the quote number in the provided box. To learn how to take out a policy, refer to the 'Placing a RentCover Ultra policy on RCPLive' instruction manual.

Confirm

Other services:

By clicking the 'Other Services' icon it will take you to the below page.



Using this page you can request brochures, query a claim with one of our claims consultants, request mail-outs, and request training or a visit from one of our Relationship Managers.

If you need us, we are there. If you have further questions, please call **1800 661 662** or email **agentsupport@rentcover.com.au**.