PERSONAL LINES INSURANCE 2.0

BLUE ZEBRA'S LATEST INITIATIVE

Since the formation of Blue Zebra in 2017 we have been working closely with brokers to build and design market leading core products supported by a quote and bind technology platform that reduces the administrative burden and releases brokers to perform the key function of their role - to provide advice to their customers.

Blue Zebra is always striving for continuous improvement in technology and system functionality, based on broker feedback and this new version 2.0 of our platform is our best yet! The redesign has been informed by broker feedback and is expected to be an even more intuitive and user-friendly version. We have retained the most valuable features from the retired system whilst introducing new functionality that brokers have asked for to support our mandate to make it even quicker and easier for brokers to work with us.

BLUE ZEBRA INSURANCE

ZEBRA LOUNGE PLATFORM IMPROVEMENTS

Features	Benefit
New Navigation bar Navigate via the progress bar and/or NEXT buttons	Quicker and easier navigation without any data re-entry
More functional and intuitive UI Removal of "Confirm"/"Calculate" buttons on each screen	Faster completion of quotes
Refined underwriting questions Streamlined and simplified underwriting questions and rules that trigger referrals	Fewer referrals
Ability to select multiple roof and wall construction materials	More accurate selection of mixed construction materials. Less broker referrals to clarify construction materials

FREQUENTLY ASKED QUESTIONS

Question	Answer
Will I need to do anything new to connect to the upgraded Personal Lines platform?	Yes, you will need to create new log-in credentials the first time you access our new portal. To gain access, you will need to click on the link below, then click the forgot password icon, which will send you an email, so that you can create your log-in credentials for the new platform. https://portal.blueleopard.com/login/bzi
Is the new system more difficult to navigate?	The redesign has been informed by broker feedback and is expected to be an even more intuitive and user-friendly version. We have retained the most valuable features from the retired system whilst introducing new functionality that brokers have asked for to support our mandate to make it even quicker and easier for brokers to work with us.
Are there now more questions to answer in the quoting process?	Generally speaking, no. However, for non-standard risks - for example if it is heritage listed or undergoing renovation - we have expanded the information captured to reduce the referral touch points.

Question	Answer
Can I still refer queries on quotes and policies?	Yes, you can still refer quotes and policies for review as you do now to the Underwriting Team from within the quote, however our aim is to minimise this.
Where do I access claims histories on the new platform?	Claims histories are available on the new platform – if you look up the policy and then head to the Policy Summary Screen and under Transaction History there is a Claims Report tab which will provide you with claims history for that policy in real-time.
Where do I access certificates of currencies and any other documentation?	This is all self-serve on the new portal, simply search for the policy and follow the prompts.
Will there be any more changes to the system in the future?	We already have a number of additional system enhancements in the pipeline for future releases based on broker feedback and our continuous drive to improve efficiency. Any suggestions or feedback can be channelled through your Regional Manager for assessment and genuine consideration.
Will I still need to use the old platform?	Yes, any new business or renewal transaction, with a policy inception date 1st of July onwards, will be processed via the new Zebra Lounge 2.0 portal. We will be transitioning renewals as they fall due, which means that if a policy is currently in our old platform, and is not due for renewal, any change will need to be done in the old platform.
Where do I get help?	For all enquiries, please contact your dedicated Relationship Manager or the Blue Zebra Underwriting team at underwriting@bzi.com.au