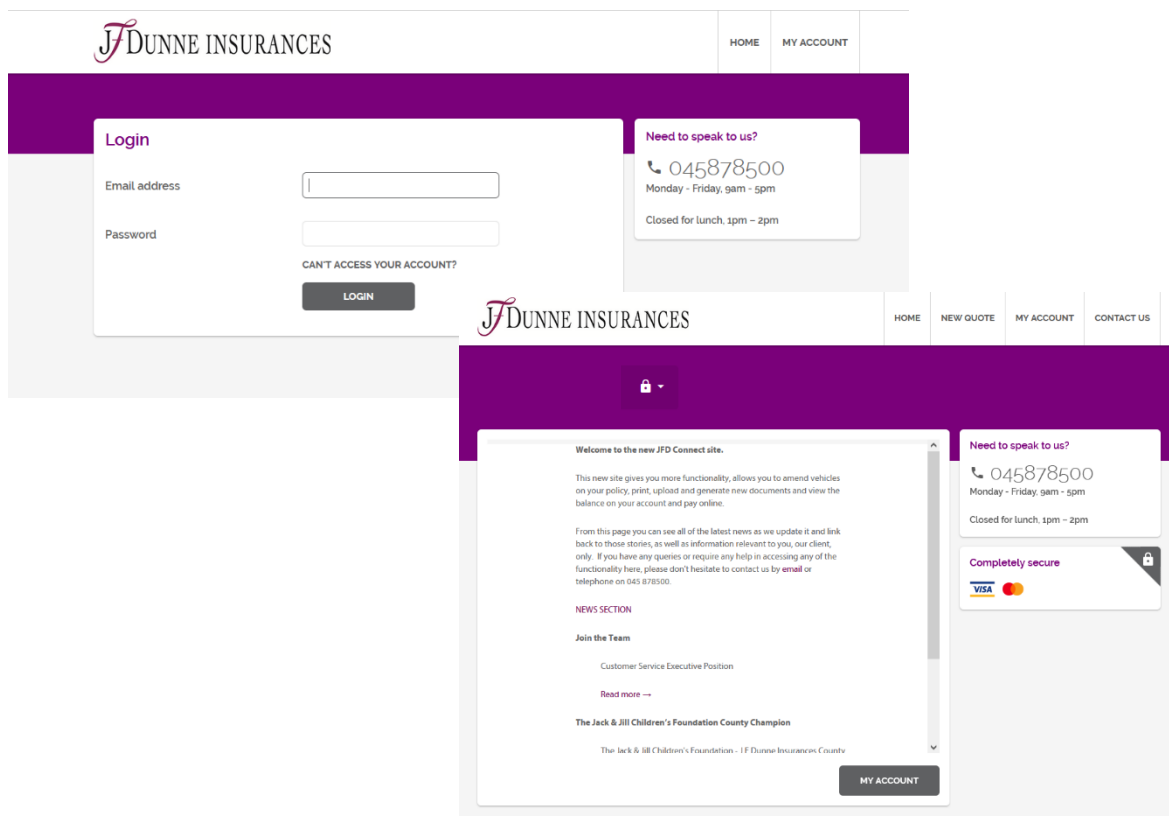


# J F DUNNE INSURANCES

## WELCOME TO JFD CONNECT



### Greater access and control.

Online facility to interact with your J.F. Dunne Insurances PSV policy, this guide will show you how to:

- advise alterations
- notify and view claims
- view, generate and upload documentation
- pay outstanding balances
- request account statements.

Welcome to the new JFD Connect. The new version of JFD Connect allows you to connect to your policy online. It gives you the ability to amend your policy in respect of temporary or permanent vehicle additions or substitutions and upload any outstanding documentation. Alterations to your policy are not in real time and if there are premiums generated we will advise you by return. You can also view and notify us of claims and upload relevant documentation associated with the claim.

The initial page on the website gives you information, downloads, links or news stories that are only available to you as our client. Once logged in you can view any outstanding premium and pay for it by card online, if you have a tender coming up you can view, download or print previous indemnity letters or generate a new Bus Eireann form. You can view historical documentation associated with your policy or generate a new schedule so that you can view the listing of current vehicles and drivers on your policy.

### Logging in for the first time.

Enter the email address you have provided to us and click on can't access your account. The system will send you an email confirming your registration and a link to activate your account. When you click on the link you will be asked to create a new password to access your account.

JFDUNNE INSURANCES

Thank you for registering with JFD Connect

Your LoginID is your email address.

Please note this down for future reference

To access your account, please follow the link below:

[Take me to my account](#)

Kind regards,  
J.F.Dunne Insurances

We use cookies to improve your browsing experience and understand how you use our site. By continuing to use our website you agree to the use of our cookies on your device. X

JFDUNNE INSURANCES

HOME MY ACCOUNT

### Login

Email address

Password

CAN'T ACCESS YOUR ACCOUNT?

LOGIN

### Need to speak to us?

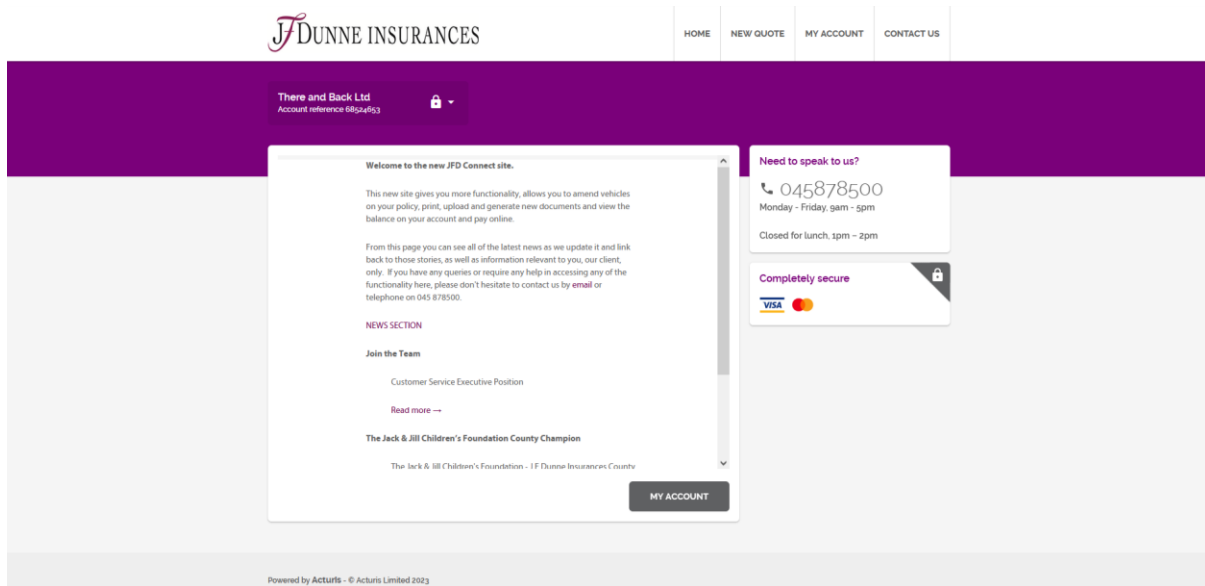
045878500

Monday - Friday, 9am - 5pm

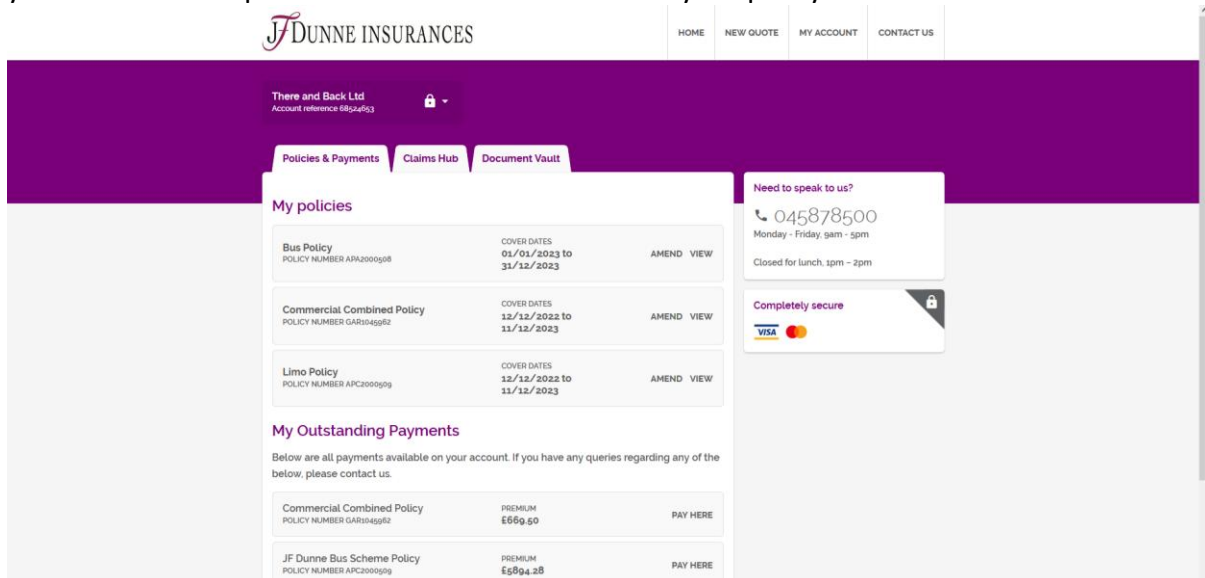
Closed for lunch, 1pm - 2pm

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The home page will display a news screen with information available only to users of JFD Connect, clients of the J.F.Dunne Insurances PSV scheme. Clicking on **MY ACCOUNT** will take you to your Policy listing and Payments page.



On the **My Account** page there are three tabs, Policies & Payments, Claims Hub and Document Vault. Clicking on the **Amend** or **View** buttons beside the policy listing will allow you to access and process different transactions on your policy.



## AMEND

This will allow you to process an alteration on your policy, be it a Permanent or Temporary substitution or addition. You can attach documentation to the transaction too, so an updated PSV or Operators licence reflecting the change you are making to your policy or that is outstanding can be attached. Each of the fields does need to be completed and you will be unable to process without completing the mandatory requirements. Clicking on SEND confirms the amendment to us.

The screenshot displays the 'Request a change to your policy' form on the J.F. Dunne Insurances website. The form is set against a purple header and a light grey background. At the top left, the company logo 'J.F. DUNNE INSURANCES' is visible, along with navigation links for 'HOME', 'NEW QUOTE', 'MY ACCOUNT', and 'CONTACT US'. The user is logged in as 'There and Back Ltd' with account reference '882463'. The form itself is titled 'Request a change to your policy' and contains the following fields and sections:

- Insured name:** There and Back Ltd
- Policy Number:** APA200908
- What number can we contact you on?:** 045 878500
- Adjustment type:** A dropdown menu is open, showing options: 'Temporary Substitution', 'Permanent Substitution', 'Temporary Addition', and 'Permanent Addition'.
- From:** (Empty field)
- Registration going on cover:** (Empty field)
- Make:** (Empty field)
- Model (optional):** (Empty field)
- Seating capacity:** (Empty field)
- Value of vehicle:** € (Empty field)

Below the form fields, there is a note: 'Please note that any vehicle that you are requesting cover for must fit within the policy underwriting guidelines. A charge may apply where there is an increase in value or seating capacity.'

The 'Upload Files' section includes the text: 'If you have any documents or images you think pertinent please select them here and they will be uploaded on submitting this form (multiple files can be uploaded as a zip file)'. It features a 'File Uploader (optional)' with a 'Browse...' button and the text 'No file selected.'

At the bottom of the form, there are 'BACK' and 'SEND' buttons. To the right of the form, there is a contact information box for 'Need to speak to us?' with the phone number '045878500', operating hours 'Monday - Friday 9am - 5pm', and 'Closed for lunch, 1pm - 2pm'. Below this is a 'Completely secure' badge with VISA and Mastercard logos.

At the very bottom of the page, it says 'Powered by Actuaris - © Actuaris Limited 2023'.

## VIEW

Clicking on the **VIEW** button will display documents that you can generate. Once created it will open for you and will also appear in your Document Vault for you to download or print.

The screenshot shows the J.F. Dunne Insurances website interface. At the top, there is a navigation bar with links for HOME, NEW QUOTE, MY ACCOUNT, and CONTACT US. Below this, a purple header bar displays the company name and account information: "There and Back Ltd" and "Account reference 6824653". The main content area is divided into several sections. On the left, the "Policy Number" is displayed as **APA2000508**, with a sub-note "You are on cover until 31/12/2023". Below this, the policy is identified as a "Bus Policy". A "BACK" button is visible, and a "NOTIFY US OF A CHANGE" button is prominently displayed. The "Documentation available to generate" section lists several documents with download icons: PSV Driver Schedule, PSV Schedule, Insurance Questionnaire - Schedule 5 Form, Insurance Questionnaire - School Contract Form, Insurance Questionnaire - Dublin Bus, and Insurance Questionnaire - Kerry Local Link. On the right side, a "Need to speak to us?" section provides the contact number 045878500 and operating hours (Monday - Friday, 9am - 5pm, closed for lunch 1pm - 2pm). Below this, a "Completely secure" badge features the VISA and Mastercard logos. A small JavaScript console message is visible at the bottom left of the page.

## CLAIMS HUB

Where claims have been registered against your policy, you can view the detail of these here. Clicking on the claim will display the information held against that claim. You will also be able to report a new claim, with the ability to upload documents relating to that claim.

The screenshot shows the "CLAIMS HUB" section of the J.F. Dunne Insurances website. The navigation bar at the top includes links for HOME, NEW QUOTE, MY ACCOUNT, and CONTACT US. The purple header bar shows the company name and account information: "There and Back Ltd" and "Account reference 6824653". Below the header, there are three tabs: "Policies & Payments", "Claims Hub" (which is active), and "Document Vault". The "Filter your claims" section includes dropdown menus for "Search Mode" (set to "All"), "Claims Status" (set to "All"), and "Date of Loss from" (set to "DD/MM/YYYY"). A "REPORT CLAIM" button is located below the filters. The "Claims" section displays a table with the following data:

Policy-Unknown	Claim Ref	Description	VIEW
DATE OF LOSS: 28/12/2022	9748213	WINDSCREEN BROKEN BY FLYING STONE FROM VEHICLE IN FRONT	

On the right side, the "Need to speak to us?" section provides the contact number 045878500 and operating hours (Monday - Friday, 9am - 5pm, closed for lunch 1pm - 2pm). Below this, a "Completely secure" badge features the VISA and Mastercard logos. At the bottom of the page, it states "Powered by Acturis - © Acturis Limited 2023".

## EDIT YOUR DETAILS (arrow beside lock symbol at top of page)

In this dropdown you can edit your own details and also click on report a claim which will bring you back into the Claims Hub

There and Back Ltd  
Account reference 6894463

HOME NEW QUOTE MY ACCOUNT CONTACT US

### Edit your details

Please note, updating your email address here will also update the email address you use to log in to the site with.

Email address

Phone number

Please note, amending your Correspondence address WILL NOT update the address for any live policies or outstanding quotes. If you need to change any risk addresses, please contact us directly.

Correspondence postcode  LOOKUP

Parliament House,  
Embassy Office  
Park, Kilt Village,  
Naas, Co Kildare,  
Ireland, W91 X461

BACK SAVE

Need to speak to us?  
045878500  
Monday - Friday, 9am - 5pm  
Closed for lunch, 1pm - 2pm

Completely secure  
VISA MASTERCARD

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## DOCUMENT VAULT

In this section, where we have issued documents to you, we can 'Publish to Web' which makes them available to you to view, download or print. Any documents that you create online in JFD Connect will also appear here.

Policies & Payments Claims Hub Document Vault

Your Documents Upload A Document

### Find your documents

Below is a list of documents previously generated and stored on your account. Can't find a document? Please CONTACT US.

Type to Search: All Documents 18/12/2021 - 19/01/2023

Document Name	Type	Date Created
Garage Policy Schedule Comm - Garage Policy Schedule.pdf	Policy GAR1045692 Commercial Combined	Date Created 19/01/2023
Lists All Answered Questions From Risk Details For All Selected Risks, To Present To The Client Statement of Fact.pdf	Policy GAR1045692 Commercial Combined	Date Created 19/01/2023
Invoice Ref: 520652044; Invoice Method: On Account; Total Invoice Amount: 669.50. Invoice.docx	General	Date Created 19/01/2023
Invoice Ref: 520652024; Invoice Method: On Account; Total Invoice Amount: 6694.28. Invoice.docx	General	Date Created 19/01/2023
PSV Schedule PSV Schedule.pdf	Quote 558132984 11138	Date Created 19/01/2023
PSV Driver Schedule PSV Driver Schedule.pdf	Quote 558132984 11138	Date Created 19/01/2023
PSV Statement Of Fact	Quote 558132984 11138	Date Created 19/01/2023

Need to speak to us?  
045878500  
Monday - Friday, 9am - 5pm  
Closed for lunch, 1pm - 2pm

Completely secure  
VISA MASTERCARD