



HRS INSURANCE

USER GUIDE

OCTOBER 2025

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SECTION 1

CREATE REQUEST

Step 1: Click on “Create Request”

The screenshot shows the HRS Insurance website interface. At the top, the HRS logo and "INSURANCE" are visible, along with a user profile (BS) and a search icon. A prominent green "CREATE REQUEST" button is highlighted with a blue border. The main content area is titled "Find your request" and includes a search bar for claim numbers. Below the search are two main service cards: "Accommodation Requests" (with a house icon) and "Cash Settlement Compliance Check" (with a cash icon). The "Accommodation Requests" card features a green "CREATE REQUEST" button, which is also highlighted with a blue border. The "Cash Settlement Compliance Check" card includes a note about being an "Upcoming feature" and a "CHECK COMPLIANCE" button.

CREATE REQUEST

Find your request

Search by claim number

Accommodation Requests

Coordinate accommodation for claimants by creating a request.

CREATE REQUEST

Cash Settlement Compliance Check

Check the compliance of any cash settlement amount.

Upcoming feature

CHECK COMPLIANCE

SECTION 1

CREATE REQUEST

Step 2: Enter the Claimant Information:

- Claimant's details
- Affected address & People in household
- Add an alternative person (if needed)
- Enter your information

Click on “Save & Continue”

Create Request

1 Claimant Information

3 Booking Requirements

5 Coverage Details

Claimant's Details

Claim number _____ Internal Reference (Optional) _____

First name _____ Last name _____

Email address _____

Mobile number _____ +1 ▾

Affected Address ⓘ

Street and street number _____

Postal code _____ City _____

People in Household

Number of Adults
18 years or above - 1 +

Number of Children
17 years or below - 1 +

Alternative Contact

First name _____ Last name _____

Email address _____

Mobile number _____ +1 ▾

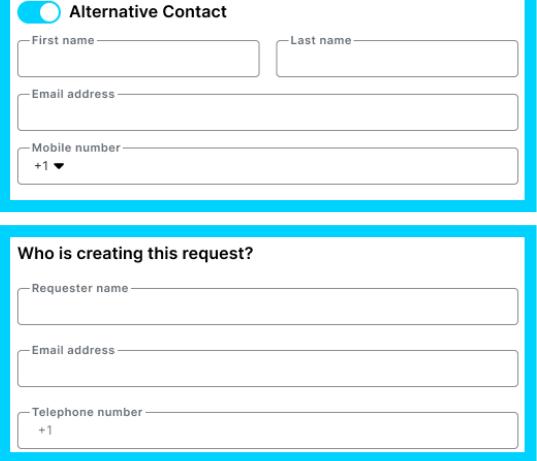
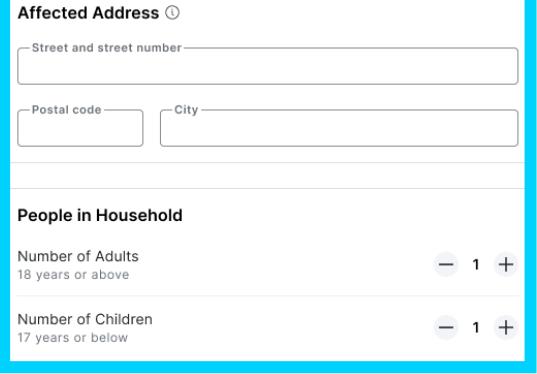
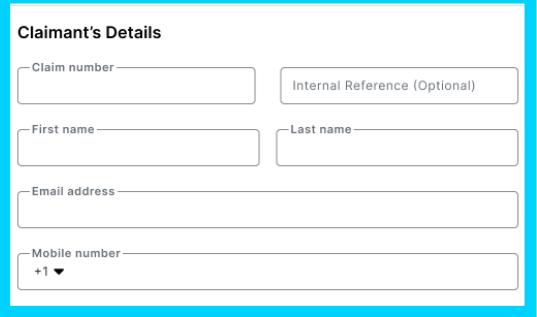
Who is creating this request?

Requester name _____

Email address _____

Telephone number _____ +1

CANCEL **SAVE & CONTINUE**



SECTION 1

CREATE REQUEST

Step 3: Enter the Booking Requirements

- Damage details (select the incident type and, if needed, toggle on the catastrophe option if needed and select an option)
- Pets in household
- Property details (select the property type)

Click on “Save & Continue”

Create Request

1 Claimant Information 

2 Booking Requirements

3 Coverage Details 

Damage Details

Incident type

Catastrophe (CAT)

CAT Code

Pets in Household

No Pets Pets in Household Information not available

Property Details 

Type of Property 

Auto-filled from the property address

2 Beds

2 Bedrooms

BACK **SAVE & CONTINUE**

SECTION 1

CREATE REQUEST

Step 4: Enter the Coverage Details:

- General Information
(accommodation dates - you can apply our estimate after informing the check-in date)
- Insurance coverage details
(annual accommodation limit or max daily rate)

Create Request

Claimant information 

Booking requirements 

3 Coverage Details

General Information

We estimate the length of stay to be 50 days. Apply as check out date. **SET CHECK OUT DATE**

Check in date 

Check out date 

Insurance Coverage Details

\$ Annual Accommodation Limit

Calculated as % of sum insured

or

Max daily rate \$

BACK **SAVE & CONTINUE**

Click on “Save & Continue”

SECTION 1

CREATE REQUEST

Step 5: Verify the provided information, click on the pencil icon to edit any fields and click on “Create Accommodation Request” to finalize the process

Create Request

Claimant Information Name John Doe Email address john.doe@email.com Telephone Number +61 738036136 Claimant Address 629 Brunswick Street, 4000, Newstead, QLD Alternative Contact Jane Doe jane.doe@email.com +61 738000129	Booking requirements Check-in & out 25 May, 2026 - 30 May, 2026 Able to stay with Family or Friends No Number of People 3 x Adult above 18 yrs 2 x Children under 17 yrs Bed and Bathroom Count 4 x Bed 3 x Bedrooms 3 x Bathrooms Pets Pets in Household	Coverage Details Claim number #415368 Annual Accommodation Limit \$ 15,000.00 Max Daily Rate \$ 120 Property Type House Condition of home Uninhabitable Incident Type Fire Natural Disaster Cyclone
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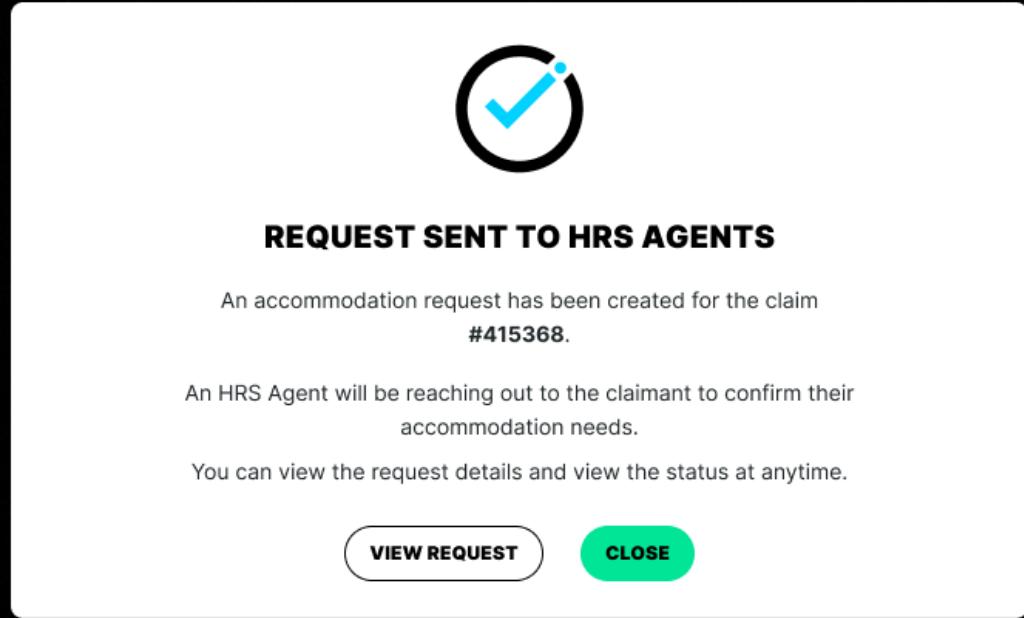
BACK **CREATE ACCOMMODATION REQUEST**



SECTION 1

CREATE REQUEST

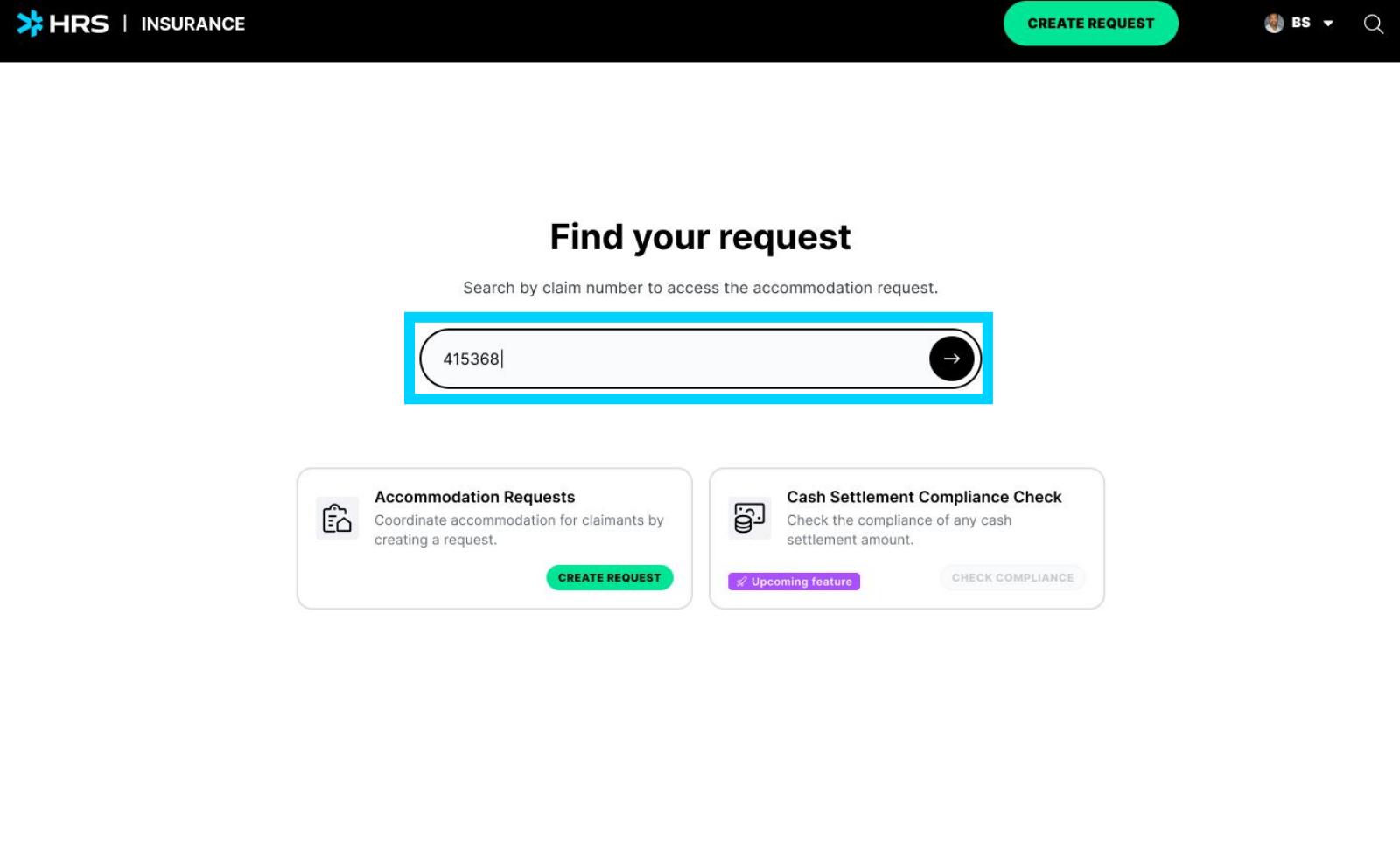
A confirmation message will be shown and the HRS Team will contact the claimant to verify their accommodation requirement details



SECTION 2

VIEW REQUEST

Step 1: Search by the claim number



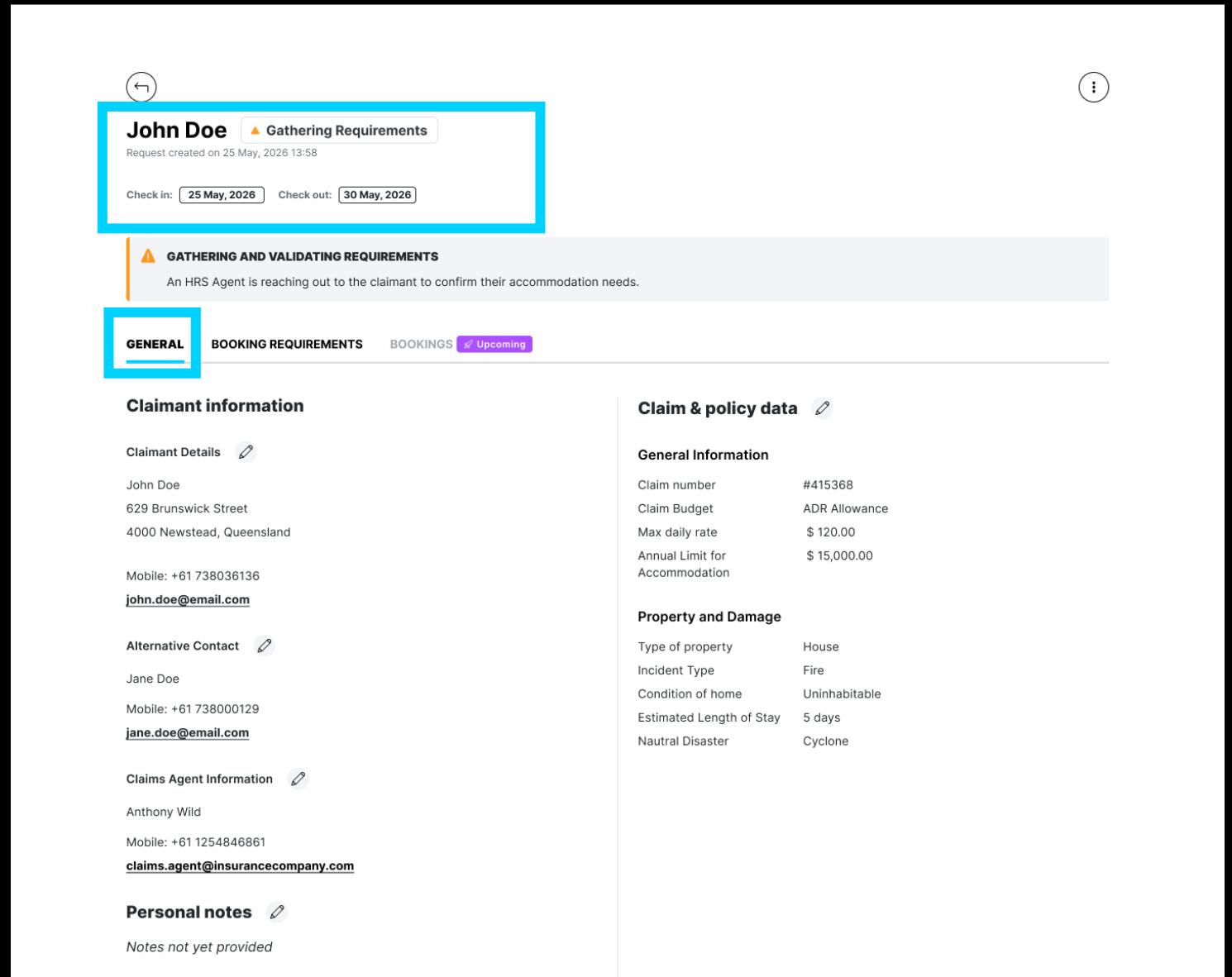
The screenshot shows the HRS Insurance website interface. At the top, the HRS logo and 'INSURANCE' are visible, along with a 'CREATE REQUEST' button, a user profile icon, and a search icon. The main section is titled 'Find your request' with the sub-instruction 'Search by claim number to access the accommodation request.' A search bar contains the claim number '415368' with a magnifying glass icon. Below the search bar are two cards: 'Accommodation Requests' (with a house icon) and 'Cash Settlement Compliance Check' (with a cash icon). The 'Accommodation Requests' card includes a 'CREATE REQUEST' button. The 'Cash Settlement Compliance Check' card includes a note 'Upcoming feature' and a 'CHECK COMPLIANCE' button.

SECTION 2

VIEW REQUEST

On the access to the request status, creation date, time and check-in and out dates

→ Access the “General” tab to see more details about the claimant, claim and policy



John Doe | Gathering Requirements

Request created on 25 May, 2026 13:58

Check in: 25 May, 2026 | Check out: 30 May, 2026

GATHERING AND VALIDATING REQUIREMENTS

An HRS Agent is reaching out to the claimant to confirm their accommodation needs.

GENERAL BOOKING REQUIREMENTS BOOKINGS Upcoming

Claimant information

Claimant Details

John Doe
629 Brunswick Street
4000 Newstead, Queensland

Mobile: +61 738036136
john.doe@email.com

Alternative Contact

Jane Doe
Mobile: +61 738000129
jane.doe@email.com

Claims Agent Information

Anthony Wild
Mobile: +61 1254846861
claims.agent@insurancecompany.com

Personal notes

Notes not yet provided

Claim & policy data

General Information

Claim number	#415368
Claim Budget	ADR Allowance
Max daily rate	\$ 120.00
Annual Limit for Accommodation	\$ 15,000.00

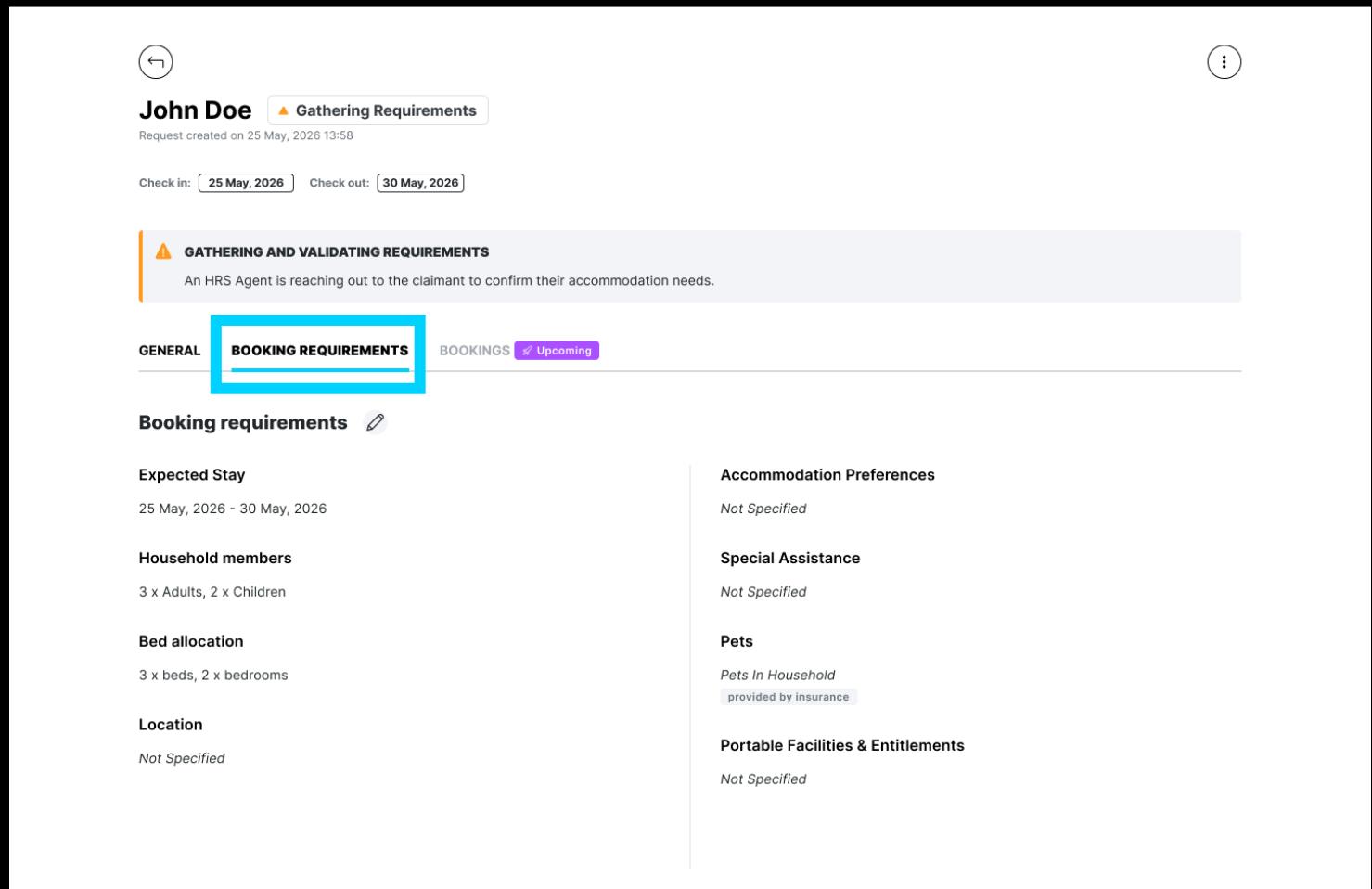
Property and Damage

Type of property	House
Incident Type	Fire
Condition of home	Uninhabitable
Estimated Length of Stay	5 days
Natural Disaster	Cyclone

SECTION 2

VIEW REQUEST

- Click on the “Booking Requirements” tab to see more details about the accommodation requirements



John Doe ▲ Gathering Requirements
Request created on 25 May, 2026 13:58

Check in: **25 May, 2026** Check out: **30 May, 2026**

GATHERING AND VALIDATING REQUIREMENTS
An HRS Agent is reaching out to the claimant to confirm their accommodation needs.

GENERAL **BOOKING REQUIREMENTS** **BOOKINGS** Upcoming

Booking requirements 0

Expected Stay
25 May, 2026 - 30 May, 2026

Household members
3 x Adults, 2 x Children

Bed allocation
3 x beds, 2 x bedrooms

Location
Not Specified

Accommodation Preferences
Not Specified

Special Assistance
Not Specified

Pets
Pets In Household
provided by insurance

Portable Facilities & Entitlements
Not Specified

SECTION 3

MODIFY REQUEST

To edit the request information: click on the pencil icon related to the specific section

 INSURANCE

[CREATE REQUEST](#)  BS 

John Doe  Gathering Requirements

Request created on 25 May, 2026 13:58

Check in: **25 May, 2026** Check out: **30 May, 2026**

 **GATHERING AND VALIDATING REQUIREMENTS**

An HRS Agent is reaching out to the claimant to confirm their accommodation needs.

GENERAL **BOOKING REQUIREMENTS** **BOOKINGS**  **Upcoming**

Claimant information

Claimant Details 

John Doe
629 Brunswick Street
4000 Newstead, Queensland

Mobile: +61 738036136
john.doe@email.com

Alternative Contact 

Jane Doe
Mobile: +61 738000129
jane.doe@email.com

Claims Agent Information 

Anthony Wild
Mobile: +61 1254846861
claims.agent@insurancecompany.com

Personal notes 

Notes not yet provided

Claim & policy data 

General Information

Claim number	#415368
Claim Budget	ADR Allowance
Max daily rate	\$ 120.00
Annual Limit for Accommodation	\$ 15,000.00

Property and Damage

Type of property	House
Incident Type	Fire
Condition of home	Uninhabitable
Estimated Length of Stay	5 days
Natural Disaster	Cyclone

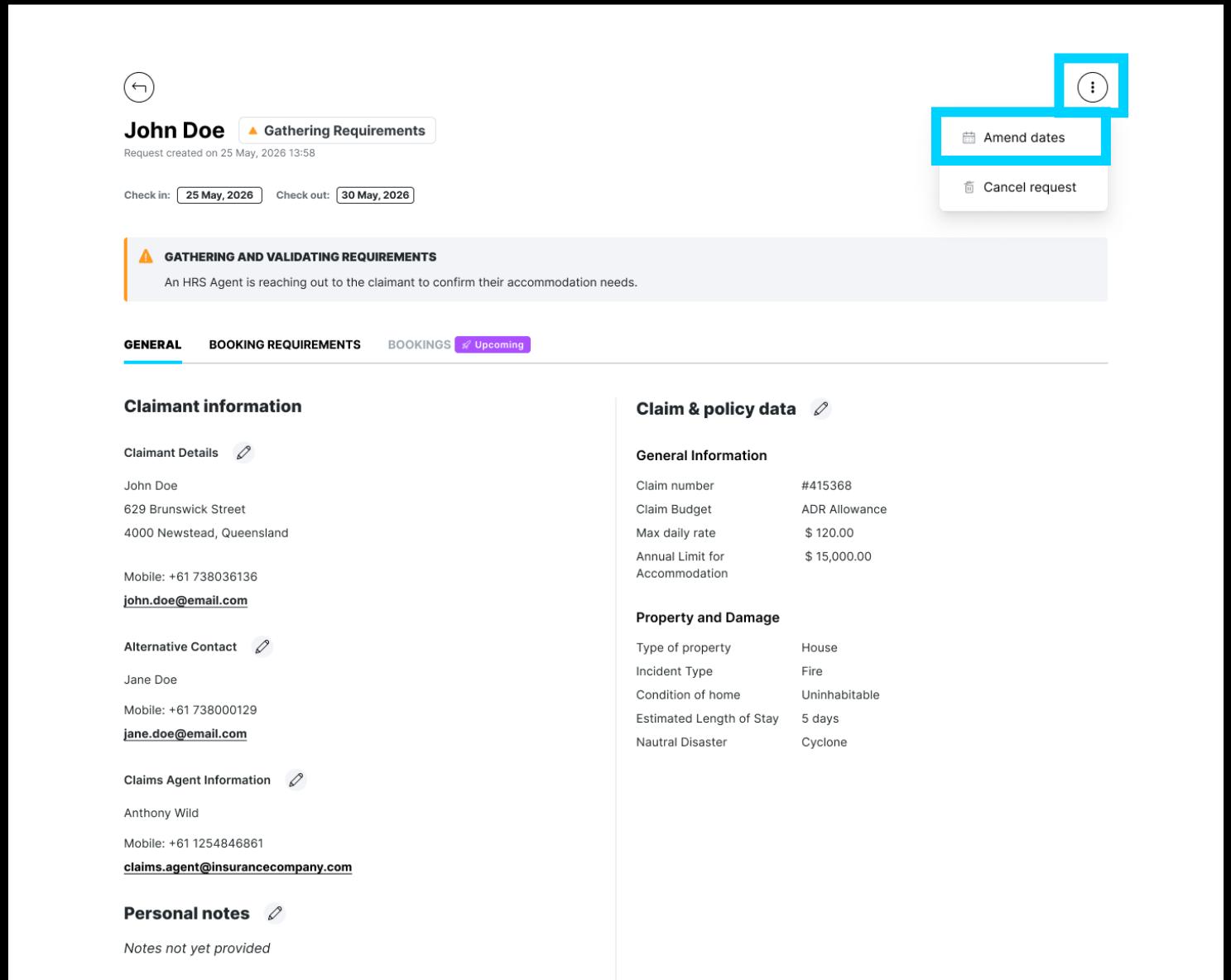
SECTION 3

MODIFY REQUEST

To edit the booking dates:

Step 1: Click on the “Ellipsis” icon

Step 2: Click on “Amend Dates”



The screenshot shows the HRS Insurance platform interface. At the top, there is a navigation bar with the HRS logo, a 'CREATE REQUEST' button, a user profile icon, and a search icon. The main content area is titled 'John Doe' and 'Gathering Requirements'. It shows booking details: 'Check in: 25 May, 2026' and 'Check out: 30 May, 2026'. A message states: 'An HRS Agent is reaching out to the claimant to confirm their accommodation needs.' Below this, there are tabs for 'GENERAL', 'BOOKING REQUIREMENTS', 'BOOKINGS', and 'Upcoming'. The 'GENERAL' tab is selected. The 'Claimant information' section contains details for 'John Doe' (629 Brunswick Street, 4000 Newstead, Queensland) and 'Jane Doe' (Mobile: +61 738000129, Email: jane.doe@email.com). The 'Claim & policy data' section shows 'General Information' with claim number #415368, budget \$120.00, and annual limit \$15,000.00. The 'Property and Damage' section lists the type of property as 'House', incident type as 'Fire', condition of home as 'Uninhabitable', estimated length of stay as '5 days', and natural disaster as 'Cyclone'. The 'Claims Agent Information' section lists 'Anthony Wild' (Mobile: +61 1254846861, Email: claims.agent@insurancecompany.com). The 'Personal notes' section is noted as 'Notes not yet provided'. In the top right corner of the main content area, there is a dropdown menu with three options: 'Amend dates' (which is highlighted with a blue box), 'Cancel request', and a three-dot ellipsis icon.

SECTION 3

MODIFY REQUEST

Step 3: Select a reason from the drop down and the new check out date and click on “Confirm”

Amend dates

Claim ID
#415368

Claimants Name
John Doe

Initial Dates
20 May, 2026 - 25 May, 2026

How do the check in & check out dates amend?

Check in date
25 May, 2026 

Check out date
31 May, 2026 

What's the reason for the amendment?

Reason for extension
Delay in expected completion

CANCEL **CONFIRM**

Amend dates

Claim ID
#415368

Claimants Name
John Doe

Initial Dates
25 May, 2026 - 30 May, 2026

New Dates
25 May, 2026 - 31 May, 2026

Reason
Delay in expected completion



New dates applied

BACK TO HOME **OKAY**

Step 4: Click on “Confirm and submit request” to finalize

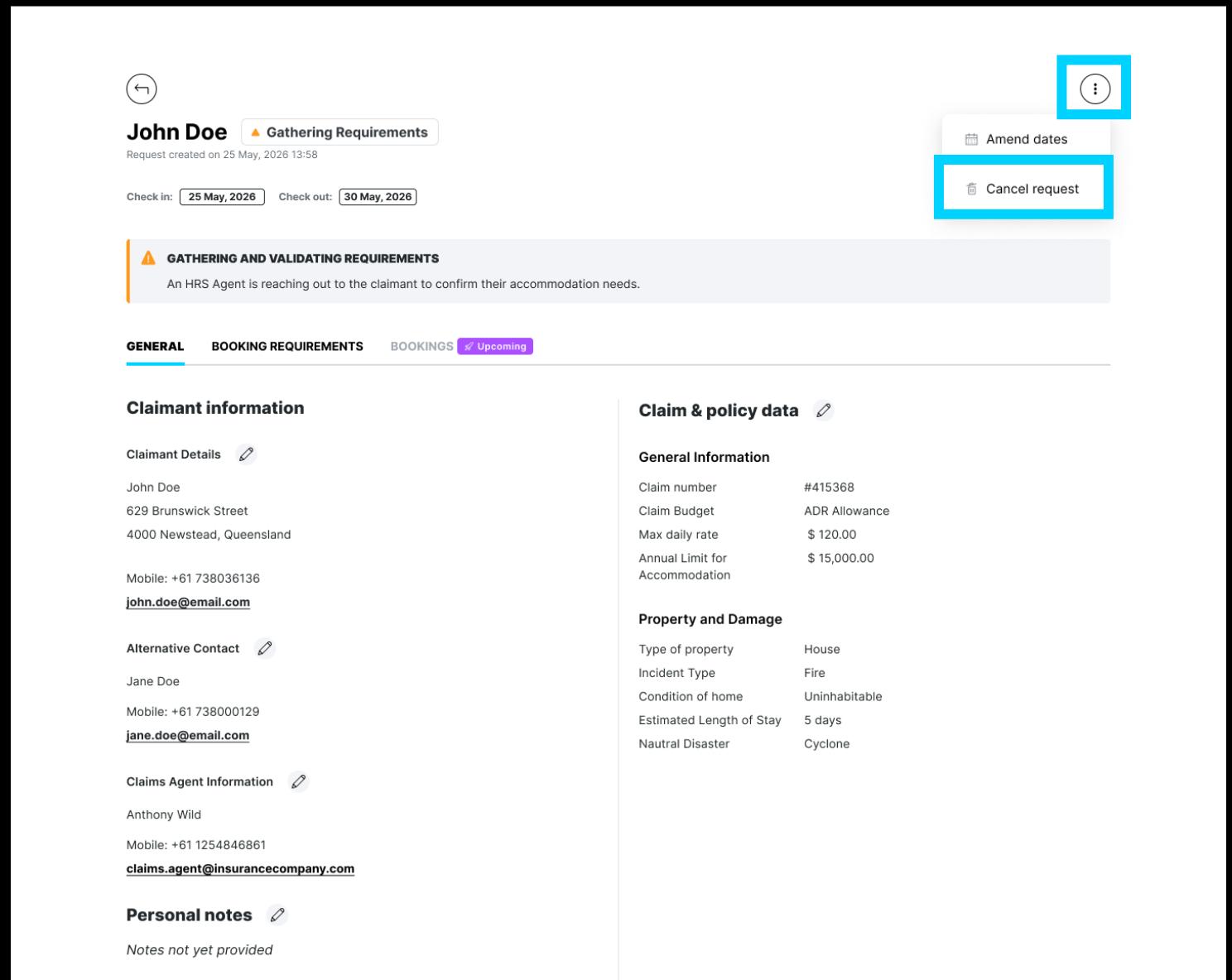
SECTION 3

MODIFY REQUEST

To cancel the request:

Step 1: Click on the “Ellipsis” icon

Step 2: Click on “Amend Dates”



GENERAL **BOOKING REQUIREMENTS** **BOOKINGS** **Upcoming**

Claimant information

Claimant Details

John Doe
629 Brunswick Street
4000 Newstead, Queensland
Mobile: +61 738036136
john.doe@email.com

Alternative Contact

Jane Doe
Mobile: +61 738000129
jane.doe@email.com

Claims Agent Information

Anthony Wild
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Personal notes

Notes not yet provided

Claim & policy data

General Information

Claim number	#415368
Claim Budget	ADR Allowance
Max daily rate	\$ 120.00
Annual Limit for Accommodation	\$ 15,000.00

Property and Damage

Type of property	House
Incident Type	Fire
Condition of home	Uninhabitable
Estimated Length of Stay	5 days
Natural Disaster	Cyclone

SECTION 4 CONTACT

Contact our team via email you have
any questions insurance@hrs.com.



SECTION 5 RESOURCES

We've built an [HRS Insurance Knowledge HUB](#) page to gather the most updated information about the platform via a PDF guide, video tutorials and FAQs.



Visit the page to learn more!



THANK YOU