



Renewal Risk Information Frequently Asked Questions

Renewal Risk Information 2024-2025

Questions	Answers
1. What is Renewal Risk Information and how is it used?	Each year we ask you for updated risk information, which we use to calculate insurance premiums. We collect your Renewal Risk Information, (formerly known as the Insurance Questionnaire) via an email with a link, which we'll ask you to log in to the VMIA portal to input your answers.
2. How long do I have to complete the renewal assessment?	The questionnaire will close on 6th March 2024.
3. How do I complete the renewal assessment?	Log in to the VMIA portal. Your renewal assessment will appear at the top of your home screen. Simply click on the 'Case id' and you can begin answering questions.
4. Can I view information provided last year?	When you are logged into the portal and answering questions, you can view or use your previous response for a particular question by clicking on 'Previous history'. If there's no data available for that question, it will show as '-'. If there's data available, you can click on 'copy answer' to automatically enter it into the field.
5. Can I delegate questions to another contact in my organisation?	Yes, click on 'Delegate', select which questions you'd like to delegate, then enter the contact's name in the 'Contact' field. You can only delegate a question to authorised contacts with portal access. Please contact your VMIA Risk Adviser to set up a new authorised contact with restricted portal access if the contact is not already in the client portal. For more detailed information on the delegate function, please refer to the Renewal Risk Information 2024-2025 Delegate FAQ .

5. Can I upload supporting documents?

To upload supporting documents, click on the 'Attach' button. If you save or submit the wrong attachment, please contact your Risk Adviser for help.

7. Do I have to complete the renewal assessment in one sitting or can I save and continue at a later time?

You can use the 'Save & Close' button to update progressively. When you complete the renewal assessment, click on 'Complete' and it will be reflected in green on the overview page.

When you're finished, click on 'Review' to confirm the information. Once you've reviewed, press 'Submit' to successfully send the information to VMIA. After you've submitted the renewal assessment, no changes can be made without contacting your Risk Adviser.

Please note: If you click on 'Review' but do not 'Submit' your renewal assessment, it will move to the 'My tasks' section at the bottom of the page. You'll need to go into the assessment later to 'Submit' it.

3. Can I view my completed renewal assessment?

To view your completed renewal assessment, log in to the portal, click on 'My information' tab, click on the 'Assessment information' tab and select renewal period 2024-2025 from the 'Policy year' drop down.

2. Who can I call for help with the renewal assessment?

For help with the renewal assessment, contact your Risk Adviser directly or call our Client Advisory Team on 03 9270 6990 or contact@vmia.vic.gov.au.