

Allstate TIM System User Guide: Create a quote/policy online

For indicative quote's which will include the terms and conditions and any necessary endorsements please enter the quote details into our TIM system which can be accessed by our website www.allstateunderwriting.com.au.

Reach out for assistance

Please contact our office for assistance on 1300 591 947. Alternatively, please see direct contact details below.

Underwriting

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Claims

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Property Decline Criteria

- Flood cover is not included.
- Presence of asbestos.
- Located above the 26th Parallel.
- Constructed prior to 1945 unless fully rewired & replumbed.
- Situated in extreme bushfire zones.
- Located in the Northern Territory and snowline areas.
- Expanded Polystyrene (EPS) exceeding 10% of the floor space (FM-approved EPS may be considered upon referral).
- Unoccupied risks.

Liability Referral Criteria

- Annual turnover exceeding \$10,000,000.
- Wages exceeding \$3,000,000.
- More than 50 full-time employees.
- More than 5 employees working with tools.

Any risk regarding contractors, sub-contractors or labour hire personnel where payments exceed \$150,000 or 5 people on tools will be a decline.

User Guide: SME (TIM)

Version 1.2

Date Published: 27th August 2025

Log in

The Allstate Quoting System is accessed via Internet Explorer or Chrome using <https://tim.asua.com.au/Allstate.aspx>.

When you have been issued login details you will be prompted to change your password upon first logging in.



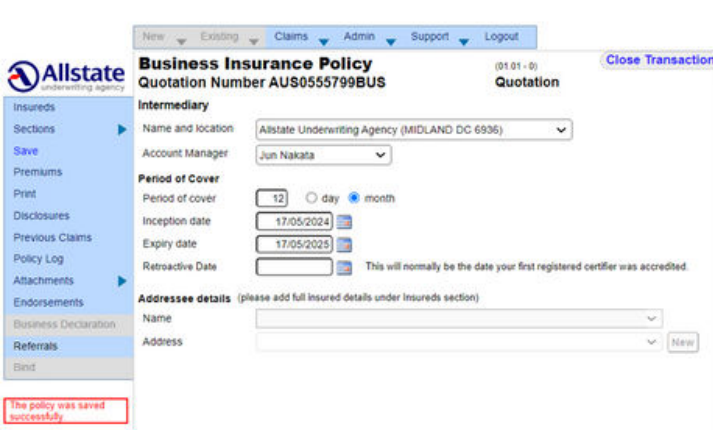
Please Login

Username [Forgotten your username?](#)

Password [Forgotten your password?](#)

Creating a new quote

To commence a new quote select *New – Business*. You will then be required to enter the policy start date and end date. Select Save. Once you have saved the policy start date a quote number will be created.



Business Insurance Policy (01 01 - 0) [Close Transaction](#)

Quotation Number AUS0555799BUS

Intermediary

Name and location:

Account Manager:

Period of Cover

Period of cover: ☐ day ☒ month

Inception date:

Expiry date:

Retrospective Date: This will normally be the date your first registered certifier was accredited.

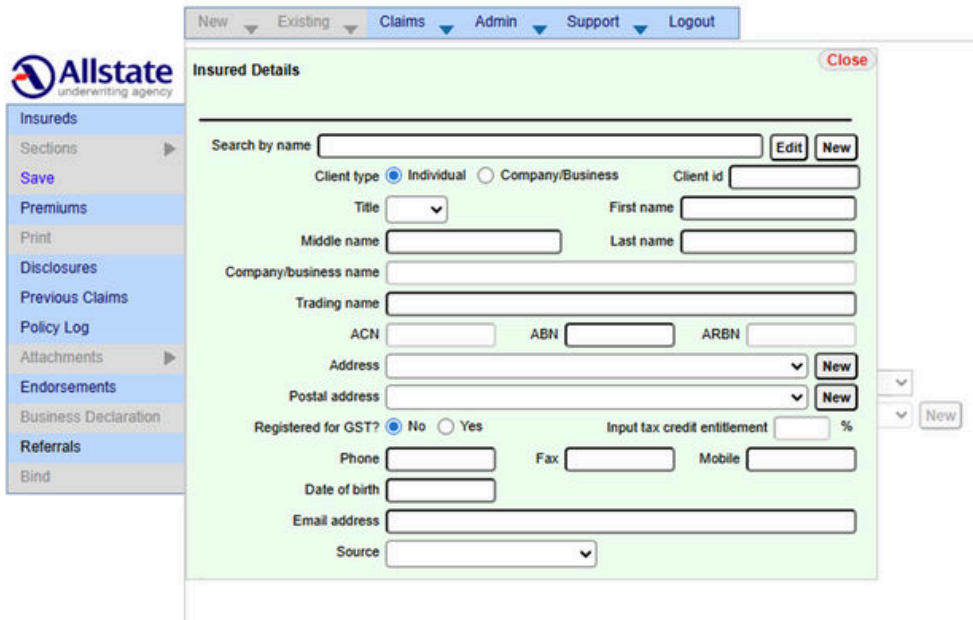
Addressee details (please add full insured details under Insureds section)

Name:

Address:

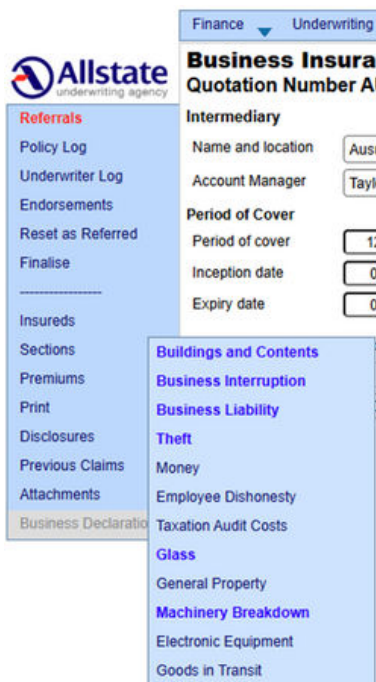
The policy was saved successfully

Complete client details under the *Insured* tab, selecting the client type as Individual or Company/Business, add address, attach the insured details on the top right-hand corner, and click *Close*.



The screenshot shows the 'Insured Details' form in the Allstate system. The form is titled 'Insured Details' and has a 'Close' button in the top right corner. The form is divided into several sections: 'Search by name' with 'Edit' and 'New' buttons; 'Client type' with radio buttons for 'Individual' (selected) and 'Company/Business'; 'Client id' field; 'Title' dropdown; 'First name' and 'Last name' fields; 'Middle name' field; 'Company/business name' field; 'Trading name' field; 'ACN', 'ABN', and 'ARBN' fields; 'Address' dropdown with a 'New' button; 'Postal address' dropdown with a 'New' button; 'Registered for GST?' with radio buttons for 'No' (selected) and 'Yes'; 'Input tax credit entitlement' field with a '%' symbol; 'Phone', 'Fax', and 'Mobile' fields; 'Date of birth' field; 'Email address' field; and 'Source' dropdown. The left sidebar shows the 'Insureds' tab selected, with other tabs like 'Sections', 'Save', 'Premiums', 'Print', 'Disclosures', 'Previous Claims', 'Policy Log', 'Attachments', 'Endorsements', 'Business Declaration', 'Referrals', and 'Bind'.

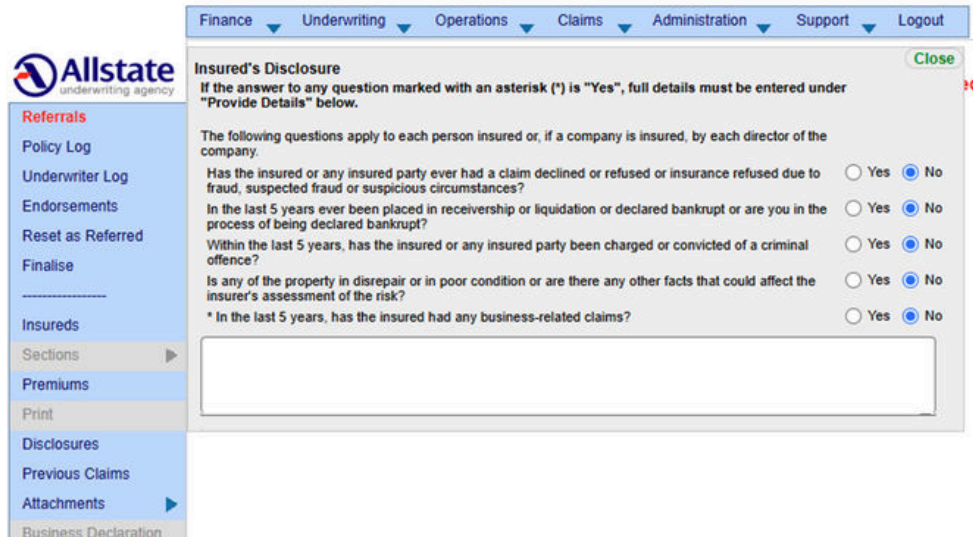
You will then be required to complete the policy sections required. The heading of the policy section will turn BOLD when you have entered policy information under that tab.



The screenshot shows the 'Business Insurance Quotation Number A1' form in the Allstate system. The form is titled 'Business Insurance Quotation Number A1' and has a 'Finance' dropdown and 'Underwriting' tab. The form is divided into several sections: 'Intermediary' with 'Name and location' (Aus) and 'Account Manager' (Tay) fields; 'Period of Cover' with 'Period of cover' (1), 'Inception date' (0), and 'Expiry date' (0) fields; 'Buildings and Contents' (bolded); 'Business Interruption' (bolded); 'Business Liability' (bolded); 'Theft' (bolded); 'Money' (bolded); 'Employee Dishonesty' (bolded); 'Taxation Audit Costs' (bolded); 'Glass' (bolded); 'General Property' (bolded); 'Machinery Breakdown' (bolded); 'Electronic Equipment' (bolded); and 'Goods in Transit' (bolded). The left sidebar shows the 'Referrals' tab selected, with other tabs like 'Policy Log', 'Underwriter Log', 'Endorsements', 'Reset as Referred', 'Finalise', 'Insureds', 'Sections', 'Premiums', 'Print', 'Disclosures', 'Previous Claims', 'Attachments', and 'Business Declaration'.

Disclosures

Disclosure questions must be completed that apply to anyone insured under this policy. If you answer yes to any of the duty of disclosure questions you will need to provide further details which may trigger a referral to the underwriter.

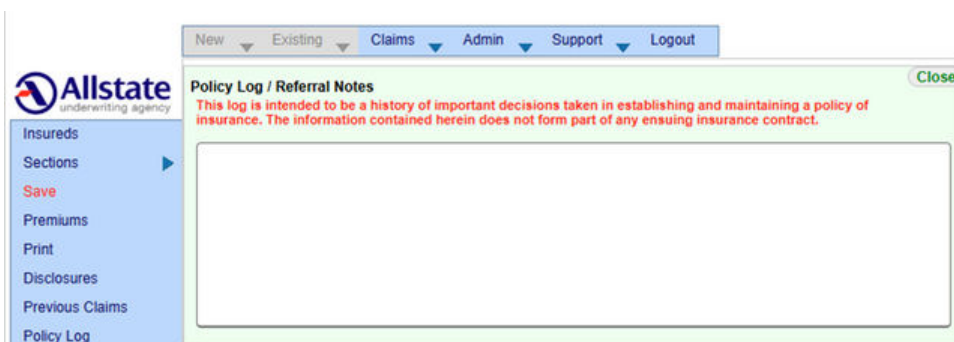


Quote Summary

Once you have completed all of the quote information, a premium will be instantly generated if the quote is not referred to the underwriter.

Policy log

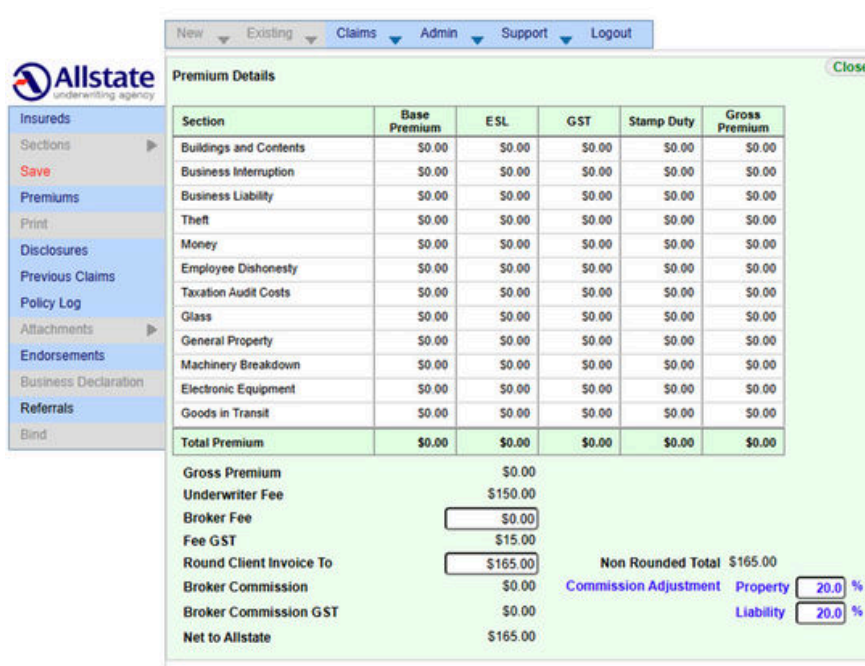
This log is intended to be a history of important decisions taken in establishing and maintaining a policy of insurance. The information provided here is between the broker and the underwriter and is not included on any policy documentation.



Premium breakdown

Functionality is available to perform the following (please note: a referral may generate depending on your selection)

- Apply agreed premium increase/loading discussed with underwriter
- Insert a Broker Fee
- Remove Stamp Duty



The screenshot shows the 'Premium Details' form in the Allstate system. It includes a table of premium components and a summary section.

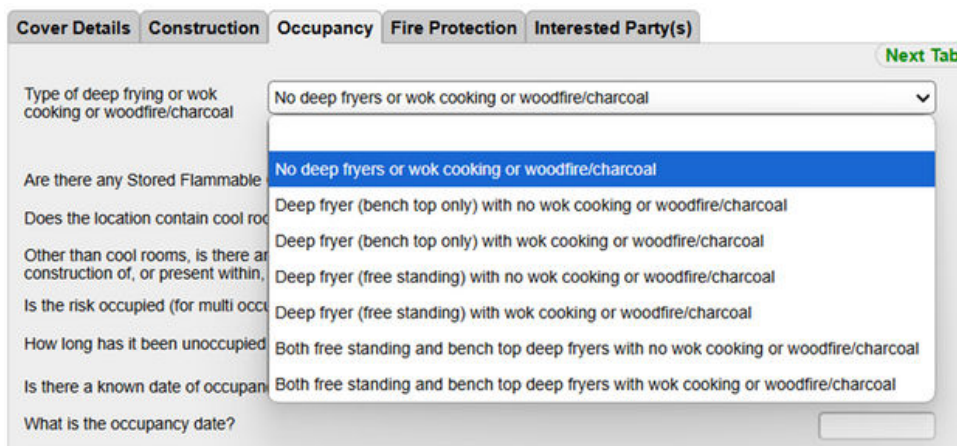
Section	Base Premium	ESL	GST	Stamp Duty	Gross Premium
Buildings and Contents	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Business Interruption	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Business Liability	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Theft	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Money	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Employee Dishonesty	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Taxation Audit Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Glass	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
General Property	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Machinery Breakdown	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Electronic Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Goods in Transit	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Premium	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Summary section:

- Gross Premium: \$0.00
- Underwriter Fee: \$150.00
- Broker Fee:
- Fee GST: \$15.00
- Round Client Invoice To:
- Non Rounded Total: \$165.00
- Broker Commission: \$0.00
- Broker Commission GST: \$0.00
- Net to Allstate: \$165.00
- Commission Adjustment: Property %
- Liability %

Restaurants/ Cafes

You are required to select the type of deep frying or wok cooking under the occupancy tab. If selected, a cooking questionnaire will be required to proceed. Our capacity for deep frying risks is limited to \$500,000 over the Property and BI sections combined.



The screenshot shows the 'Occupancy' tab in the Allstate system. It includes a dropdown menu for 'Type of deep frying or wok cooking or woodfire/charcoal' and a list of options.

Type of deep frying or wok cooking or woodfire/charcoal:

Are there any Stored Flammable...

Does the location contain cool roo...

Other than cool rooms, is there a...

Is the risk occupied (for multi occ...

How long has it been unoccupied...

Is there a known date of occupan...

What is the occupancy date?

Options for Type of deep frying or wok cooking or woodfire/charcoal:

- No deep fryers or wok cooking or woodfire/charcoal
- Deep fryer (bench top only) with no wok cooking or woodfire/charcoal
- Deep fryer (bench top only) with wok cooking or woodfire/charcoal
- Deep fryer (free standing) with no wok cooking or woodfire/charcoal
- Deep fryer (free standing) with wok cooking or woodfire/charcoal
- Both free standing and bench top deep fryers with no wok cooking or woodfire/charcoal
- Both free standing and bench top deep fryers with wok cooking or woodfire/charcoal

Motels

- The excess on the Building & Contents section has been increased to \$2,000 as per our new requirement for motels.
- Please ensure client has confirmed any cooking risks carried out on the premises.
- Is there any alcohol sold/served on premises?

Motel - Combustible Construction	X	X	✓
Motel - No Restaurant - Non-Combustible Construction	✓	\$6,000,000	✓
Motel - With Restaurant - Non-Combustible Construction	Refer	\$6,000,000	✓

Business Interruptions – Gross Rentals

For business interruption cover, the field is located in the 'Building & Contents' section as part of the 'Occupation' tab. This is due to Gross Rentals being location specific hence the field being on the B&C section in case there are multiple locations that need it specified.

Business Insurance Policy

Policy Number AUS0551782BUS

(02.01 - 244120)

Renewed Policy

Buildings and Contents

Location 1 of 1

Close

Premises

Location Occupation

Next Tab

Insurance cover is provided as ☐ Business Operator ☐ Property Owner ☒ Both

Occupation of business owner

Additional details of occupation(s)

How many years has the insured been in business?

Gross rental at this location This is the 'Gross Rentals' sum insured for Business Interruption at this location based on indemnity period selected

Do other tenants occupy the premises? ☐ Yes ☒ No

Other Tenants Please provide details of all suites.

Unit No.	Occupation	Trading Name

Binding: Quote to Policy

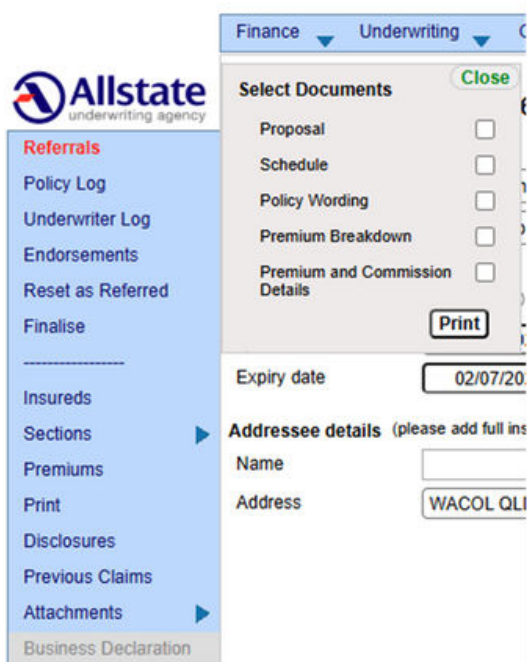
Once you are happy with the quote terms, and inception date, you can bind the policy by selecting the bind tab on the left-hand side menu. Follow the prompts to ensure this has been confirmed.

Documentation

This section allows you to generate a PDS, Certificate or Certificate of Currency on Allstate letterhead. The documents will be downloadable as a PDF.

Note: Certificates can only be generated if the transaction has been bound. An Interested Party must be included to obtain a Certificate of Currency.

1. Print tab
2. A window will pop up - Select documents
3. Tick Certificate of Currency box
4. Click on print
5. Tick location box
6. Select cover sections
7. Manually key in name of interested party
8. Print document (either to PDF or hard copy)

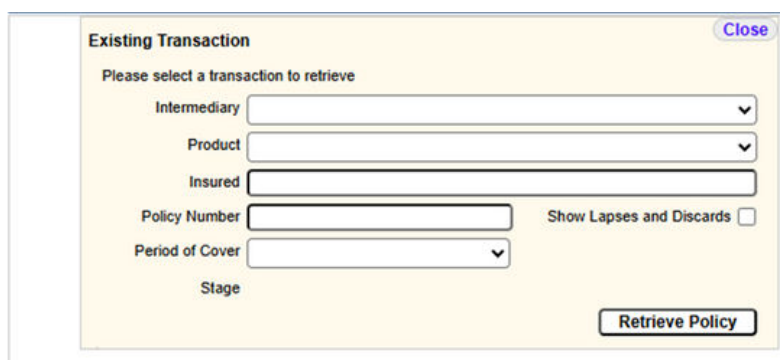


The screenshot shows the Allstate Underwriting Agency interface. On the left is a navigation menu with options: Referrals, Policy Log, Underwriter Log, Endorsements, Reset as Referred, Finalise, Insureds, Sections, Premiums, Print, Disclosures, Previous Claims, Attachments, and Business Declaration. The 'Print' option is highlighted. A 'Select Documents' pop-up window is open, featuring a 'Close' button in the top right. The window contains a list of documents with checkboxes: Proposal, Schedule, Policy Wording, Premium Breakdown, and Premium and Commission Details. A 'Print' button is at the bottom of this list. Below the list, there is an 'Expiry date' field with the value '02/07/20'. Underneath is the 'Addressee details' section, which includes a 'Name' field and an 'Address' field with the value 'WACOL QLI'. A small note '(please add full ins)' is next to the 'Addressee details' header.

Retrieving a Quote/Policy

If you need to retrieve a previously completed quote, select the recorded quote number to continue.

Continue the quote as you previously would have to bind the transaction.



The form is titled "Existing Transaction" and has a "Close" button in the top right corner. Below the title, it says "Please select a transaction to retrieve". The form contains several fields: "Intermediary" (a dropdown menu), "Product" (a dropdown menu), "Insured" (a text input field), "Policy Number" (a text input field), "Period of Cover" (a dropdown menu), and "Stage" (a text input field). To the right of the "Policy Number" field, there is a checkbox labeled "Show Lapses and Discards". At the bottom right of the form, there is a button labeled "Retrieve Policy".

Endorsing a Policy

To make an endorsement to an active policy, select the policy and complete the effective date.

Once the effective date is filled, you can then go through and complete the endorsement details as you would with a new quote.

Renewing a Policy

You will receive an email from the underwriting team outlining the steps to accept to renewal before the renewal date. You will then need to log in to view the applicable renewal terms.

When a policy is due for renewal you will receive an email outlining the policy number and renewal details.



Stuart Clarke <stuartc@allstateunderwriting.com.au>

To ○ ○ ○ ○ ○

Hello

Allstate Underwriting Agencies Pty Ptd wish to advise that a Renewal Invitation has been created for Policy Number AUS0 for your client r Ltd with a due date of 31/07/2025 at 4pm.

The renewal is now available for processing in TIM.

A 5% CPI has been applied to both building and content where the cover has been taken.

Where you have taken building and contents cover, please check your response to the "Type of deep frying or wok cooking or woodfire/charcoal" question under occupancy tab, as we have added a new reference to woodfire/charcoal.

Kind Regards

Stuart Clarke
Allstate Underwriting Agencies Pty Ltd
T 1300 591 947or



email: stuartc@allstateunderwriting.com.au

 PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS EMAIL!

The information contained in this message and any attachments is intended for the exclusive use of the addressee. It may be privileged and confidential. If you are not the addressee any disclosure, reproduction, distribution, on-transmission, dissemination or use of the communication is strictly prohibited. Whilst any attachments may have been checked for viruses, you should rely on your own virus checking programmes and procedures. To facilitate our communications we will store your email name and address with any other contact details you have provided on our database. Please advise us of any changes or if you wish your name to be removed.

Cancelling a Policy

In order to cancel an insured's policy you must complete the below information to proceed.

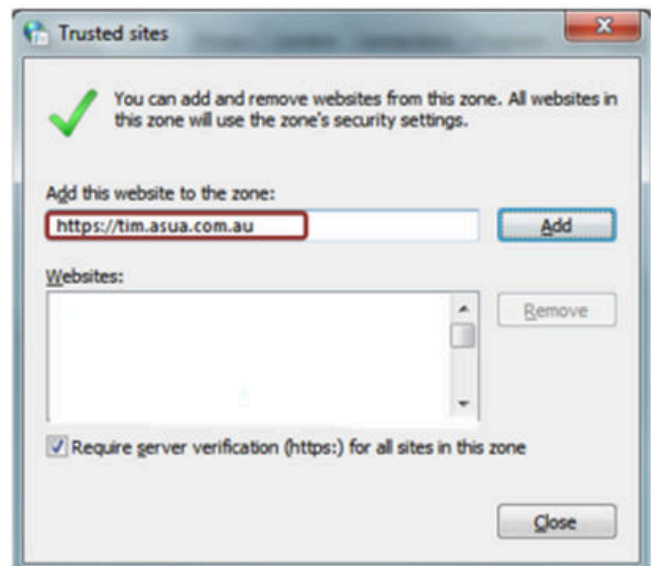
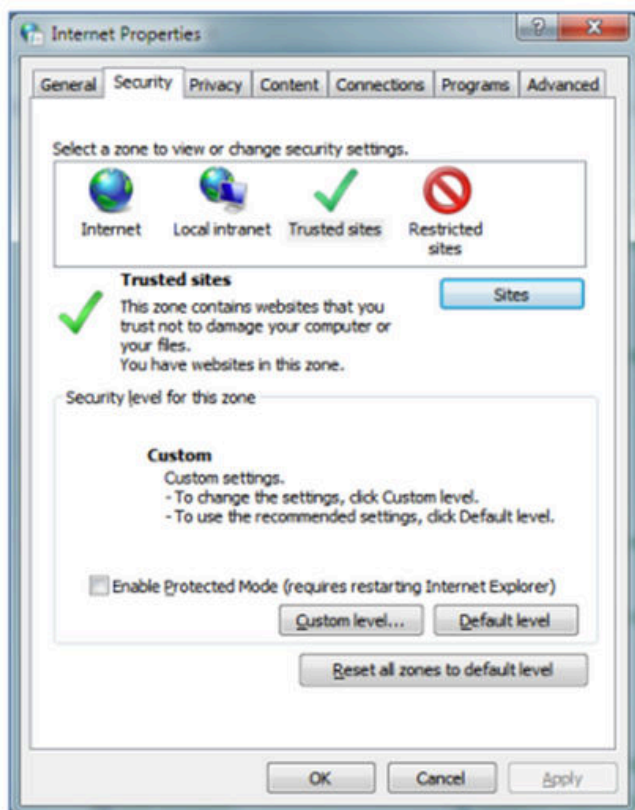
Only proceed if you have received the insured's permission to cancel the policy - cancellations are not reversible.



If you encounter any issues with the online system, please contact our underwriting team on underwriting@allstateunderwriting.com.au.

Adding Allstate to your trusted sites:

- Close all opened windows and programs
- Click on Start button and open Control Panel
- Open Internet Options
- Click on the Security tab
- Click on Trusted Sites
- Click on the button Sites
- Insert <https://tim.asua.com.au>
- Click ADD and then click CLOSE



Account details

Please find below bank details for bound payments:

Bank: Macquarie Bank BSB: 182-222

Account Number: 303 414 387

Account name: Allstate Underwriting Agency Pty Ltd

Please send remittances and accounts queries to
accounts@allstateunderwriting.com.au

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