



# HOW TO KNOW IF A CLAIM HAS BEEN SUBMITTED SUCCESSFULLY

There are two ways to confirm that your claim has been successfully submitted on the 6CPA portal:

1. The claim status will change to Pending Processing Stage 1 or Pending Processing Stage 2. Any other status including 'Draft' and 'Submitted, Pending Documents' has not been submitted correctly yet and will require completion.
2. The Primary Contact for your organisation will receive an email confirming that the claim has been submitted. This email will be sent to the email address used to log-in to the 6CPA portal. If no email is received then the claim has not yet been submitted correctly and will require completion. Please remember to check your junk folder if no email is received.