

THE VIP PLATFORM USER GUIDE



This document is designed to give you all the information you need to get started on Our VIP Platform. Our aim with the VIP Platform is to provide you with all the tools you need to process a claim to the highest possible standard. Our resources and services will be available to you every step of the way from the Application Stage to the Upper Tier tribunal. Once you are a VIP Member, you'll have access to our extensive range of Information Factsheets, Completed Example Forms, Template Letters, Document Review Service, Assessment Preparation Service plus much more support.

Welcome to our VIP Platform. Please read over this document to ensure you make the most out of the services available to you now that you are a VIP Member.



THE DOCUMENT VAULT

Example Forms & Factsheets

The Document Vault should be your first port of call when you join the Platform. This is the area where we store our extensive range of documents from our popular *Well Completed Forms* to helpful *Template Letters*, *Factsheets* and much more. This section is broken down into easy to use folders so you will be able to find exactly what you need. Although all of our documents are mobile and tablet friendly, we would always advise that you view this section of the platform on a Desktop or Laptop.



Step 1) When logged in, click 'Document Vault' in the Platform menu.

Step 2) Use the folders on the left hand side (at the top if viewing on mobile) to narrow down to the area that suits you. For example, PIP Application Process.

Step 3) You will now be seeing only the files that relate to what you are looking for. Click a file you wish to view.

Fibromyalgia|

Newest



QUICK TIP

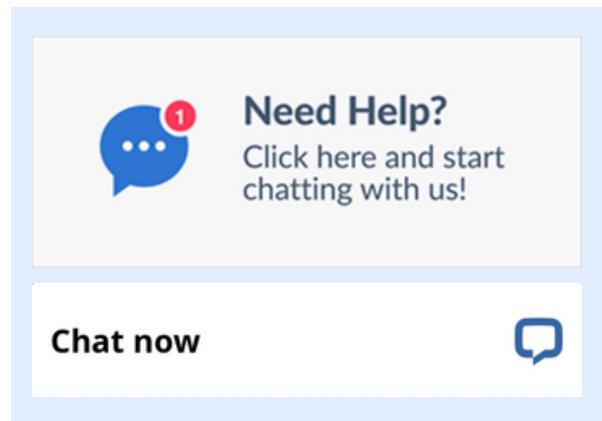
Try using the search bar in the document vault to quickly search for documents relating to your condition. For example, Fibromyalgia.

VIP LIVE CHAT

Monday - Friday from 10am

The Live Chat Support is one of the most popular features on our Platform. Throughout the day on Monday - Friday, our team will be available to assist you instantly. This is a great service for those who may not feel comfortable on a phone conversation.

When a team member is able to assist you, the chat feature will pop up automatically in the bottom right hand side of the screen. It will prompt you to start a chat with us to get help.



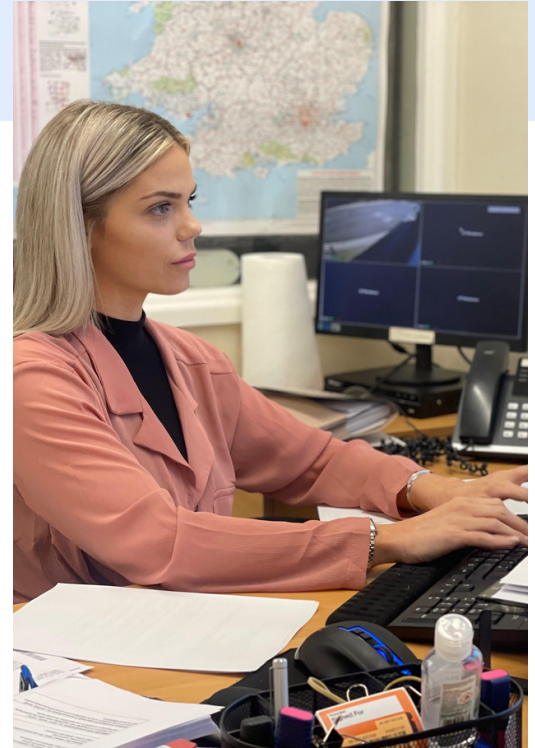
REMEMBER...

The Live Chat feature will only pop up when a team member is available to assist you. It will not show on evenings or weekends. You must also be logged in to access this service.

VIP EMAIL ADDRESS

Get a priority response from our team.

As part of the VIP service we offer a dedicated VIP email address that only VIP members have access to. All emails to this address will receive a fast response within 24 hours on weekdays. We also monitor this account on weekends for any urgent matters. To access this Email Address, you will need to log in to your VIP account and visit the User Home page.



VIP PHONE NUMBER

Get a priority response from our team.

On our general advice line, we receive over 200 calls daily which means at times it is simply impossible to answer the phone each time it rings. However, as a VIP member, you can call us on the VIP line which is always treated as a priority over the general advice line. This allows us to make sure you are receiving a fast response. Again, this can be accessed on the VIP User Home page.

DOCUMENT REVIEW SERVICE

Our team will look over your forms

If you have used our resources to complete your forms and feel that you are ready to send it to the DWP, why not use the VIP Document Review service to ensure your Application Form, Mandatory Reconsideration or Submission is as strong as it possibly can be.

This section of the VIP Platform is where you can upload your Application Form, Mandatory Reconsideration or Submission for review and critique from the FB4J Team. You can then use the feedback that we provide to strengthen your form.



Our secure upload system can be found by logging in to your account and visiting www.fightback4justice.co.uk/document-review. We aim to get your review completed within 3 days of receiving your files. The document upload system is a fully secure method which ensures your files reach us safely.

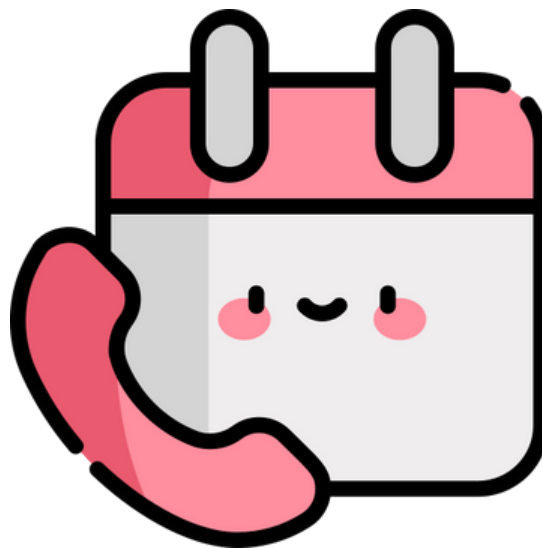
REMEMBER...

Reviews may take up to 3 working days so please do not leave it until the last moment.

ASSESSMENT PREP CALLBACK

One of the newer additions to the VIP Platform is our Assessment Prep Call Back service. This is where you can schedule a call with our team prior to your assessment. Our team will run you through everything you can expect during your assessment and discuss any questions which you will be asked. Our team have been attending assessments for almost 8 years and are very well equipped to assist in this area. Please Note: This service is for VIP2 members only.

Once you log in to your VIP Account, visit the User Home page and look out for the icon you can see on the right - click the icon. On this page, we have included many of our Factsheets on assessments which we suggest you read over.



To book a callback, scroll to the bottom and follow the on screen instructions. Please remember that when you request a callback, we will try our best to arrange a time that suits you but please try to have some flexibility.

VIDEO GUIDES

In recent times, we have added a number of video guides to our VIP Platform. One of the great benefits of these Video Guides is that you can pause, rewind and return to the advice any time you need it. The ability to do this is very helpful for those who perhaps want to make their own notes, digest the information that they have just heard or for those who may need to take a short break. Our videos guides are delivered by our team in a format and tone that you will be familiar with.



Some of the most popular videos include the assessment guide, the tribunal hearing preparation, a form filling guide and a mandatory reconsideration guide

HOW TO ACCESS THE VIDEO GUIDES

Like all of the VIP Features, you can access the Video Guides by logging in to your VIP Account and visiting the User Home page.

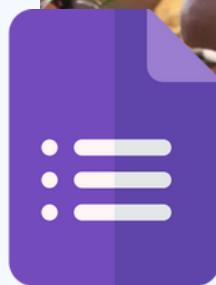
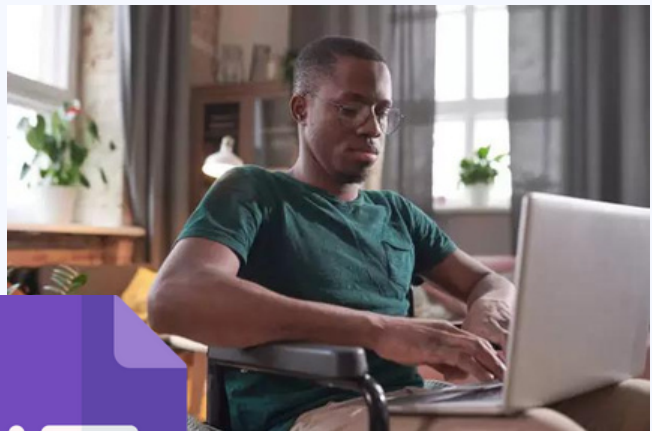
www.fightback4justice.co.uk/user-home

INTERACTIVE TEMPLATE LETTES

Our interactive template letters are a brand-new addition to our VIP Platform for 2023. The aim of this service is to provide you with a range of professional letters which have been written by our legally qualified team. We have developed an interactive service which will require you to answer a few simple questions which will take less than a minute. Our system will then create a personalised form which you can print off and send to the relevant recipient.

Have you ever needed a professional letter to send to your GP, Medical Expert or Employer? This may be to request support or to request an adjustment in your situation. Well, we know that these type of letters can be difficult to word or construct. With our new service, we're removing this difficulty.

If you would like to access, please log in to your account and visit the User Home page. When on this page, please look out for the purple icon which can be seen on the right.



CANCELING YOUR ACCOUNT

As a member of our VIP platform, you are free to opt out whenever you are finished with our services. When you choose to cancel your account, you will still be able to log in and access the support up until the date that your account was next due to renew.

For example, if your renewal date was on the 20th of the month, and you chose to cancel on the 10th of the month, your account will be cancelled by our team, but you will still have up until the 19th to access the VIP Platform.

HOW TO CANCEL YOUR ACCOUNT

To cancel your account, please email our tech support team, who will process this request for you within 24 hours.

Please ensure that you provide the correct email address that you had used to join the platform, as this is how we will locate your account.

techsupport@fightback4justice.co.uk

