

We have changed how you access your policy documents. How you previously accessed your documents is no longer available. We have now setup an online customer portal where you can access your documents, chat with us via Live Chat and even complete changes. For you to do this, you now need to **register for an account**. **Any previous information to log is no longer accepted.**

4 easy steps to setting up your customer portal:

Step 1:

You need to input how you would like to access your customer portal, so you will need an email address and a password.

Email Address
Input the email address you would like to use to register your account. Ideally this will be the same one you used when you insured with us. It must be a least 6 characters long.

Confirm Email Address
Re-confirm your email address. This checks that the original email address is correct and the two are exactly the same.

Password
This is the password you would like to use to access your policy. It must be at least 8 characters long.

Confirm Password
Please re-enter your password to ensure you have typed it correctly.

Account Details
These are the credentials that you will use to log in to your account.

Email Address:* ?

Confirm Email Address:* ?

Password:* Password Strength: ?

Confirm Password:* ?

Step 2:

Input some basic information about yourself that you used when you insured with us like your date of birth and postcode. You will also need your policy number which you can find on the email you received or on your insurance documents if you have them to hand.

Postcode
Input the postcode of your address, for example TA1 7RE. This must match the postcode you used when you insured with us.

Date of Birth
Input your date of birth in the Day / Month / Year format, for example: 10/03/2001

Policy Number
Input your policy number. This is shown on the email you have received.

Create Account
Click the "Create Account" button to proceed to the validation section

Policy Details
These details will be used to attach your existing quote or policy to your new account.

Postcode:* ?

Date of birth:* ?

Policy number/Web reference:* ?

Create Account

Step 3:

Shortly after clicking **Create Account**, an email will be sent to the email address you have just registered with a confirmation code. This email could take up to 30 minutes to be received. The email will come from [no-reply@verificationemail.com](mailto:reply@verificationemail.com) so please keep an eye out for it.

Account Registration

Thank you for registering with us. Shortly you will receive an email with a verification code that you will need to enter before you can fully access your account and start managing your policies.

If you do not receive the email within 10 minutes, then please check your Junk email folder. If the code in the email does not work, please click 'Resend Code' below.

Confirmation Code: *

[Resend Code](#) [Confirm Code](#)

Confirmation Code
Input the code as soon as you receive the email from us, as it will expire.

Confirm Code
Click here to finalise the set up of your customer portal

Step 4:

As soon as we have validated the confirmation code you input, we finally need you to login using the information you just used to set up your customer portal, so the email address and password.

Account Log In

Email Address: *

Password: *

[Forgotten your password?](#)

[Register](#) [Log In](#)

Email Address
Input the email address you used to set up your customer portal

Password
Input the password you used to set up your customer portal

Log In
Click here to access your access your portal