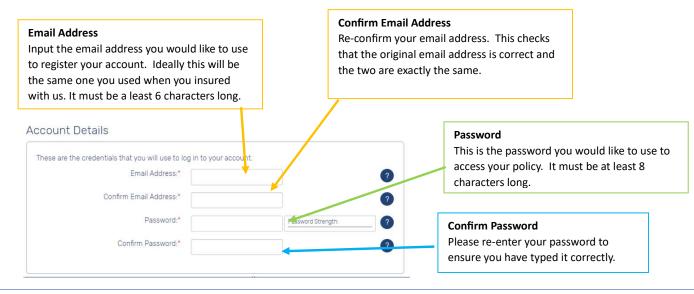
We have changed how you access your policy documents. How you previously accessed your documents is no longer available. We have now setup an online customer portal where you can access your documents, chat with us via Live Chat and even complete changes. For you to do this, you now need to register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

4 easy steps to setting up your customer portal:

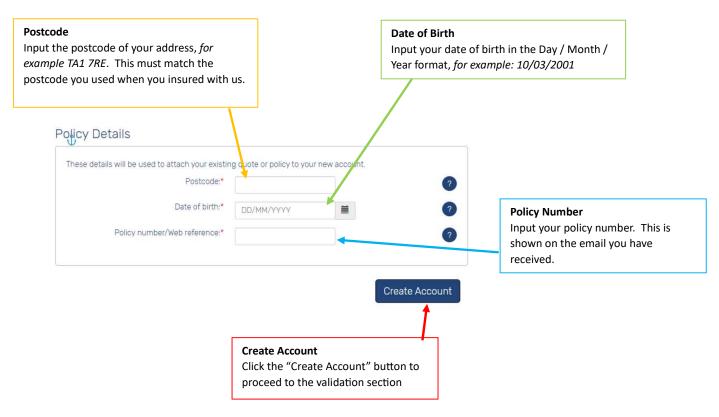
Step 1:

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



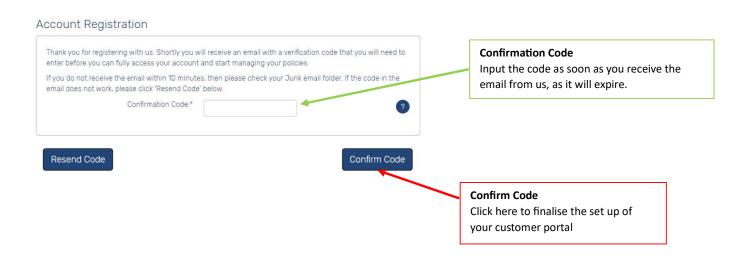
Step 2:

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.



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 <u>no-reply@verificationemail.com</u> so please keep an eye out for it.



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.

