



PORTAL

Manage your insurance, your way

FAQ

[I can't register on the site?](#)

In order to register on the portal, you need to be an active client of ours, with at least one active policy in place. Additionally, the email you use to register must match the email we have on file for that client record in our system. If you have any problems, it's best to speak to your adviser to ensure these criteria are being met.

[When I register, it's asking me for a client code?](#)

If you happen to have more than one active client record on our system against the one email address (perhaps business and personal records), the system needs to know which record you are trying to access. Your client code can be found on any documentation/invoice we've sent you, or your adviser can provide you this info on request. You will be able to access multiple records once logged in.

[I can't see my historical invoices? I need copies of previous invoices.](#)

The portal just shows unpaid invoices - to get copies of old invoices, you'll need to [contact your adviser](#) and he/she can provide as required.

[How do I report a claim?](#)

To report an incident to your adviser, just use the contact form, or call your adviser. If you have emergency repairs, you can also contact our 24/7 emergency response team on 1300 831 094.

[How do I get a confirmation of insurance certificate?](#)

If you navigate to the policy for which you need a certificate by clicking 'view', you can then click on 'certificate' and one will be generated for you. The policy must be fully paid in order to generate a certificate.

[I need some specific wording or interest noted on my certificate - how do I get this?](#)

For any custom certificates, please just contact your adviser and they can provide whatever is required.

[How do I update my contact details?](#)

On the home page, in the 'My Profile' box, click on 'Manage Profile' - this will take you to a screen where you can update or edit your key contact details. Your adviser will be notified once these changes are saved.

[How do I pay an invoice?](#)

If you have an unpaid invoice, it will show up on the home screen of the portal under 'My Account'. Simply click 'Make Payment' and you can enter your credit card details to make payment. If you



wish to pay by instalments, please contact your adviser.

[Can I pay more than one invoice at once?](#)

Unfortunately, this is not possible in the portal at present - please [contact your adviser](#) to organise a single payment for all your policies.

[How can I see what cover I have?](#)

If you click on 'View' next to the relevant policy on your home screen under 'My Policies', you can scroll down and see all the details of the cover you have in place with us. Note this is a summary document only and not the insurer schedule, which will normally have been provided separately to you.

[What browser/devices can I use to access the site?](#)

The site has been designed to be accessible from the latest version of either Chrome, Firefox, Safari or Edge (desktop or mobile).