

Renewing my policy

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How do I renew my policy?

You can renew your policy online by credit/debit card, details of how to pay online can be found in your renewal documents. If you're an online customer please go to [My Insurance](#) to access your documents.

I need to make changes, how do I do this?

You can get in touch with our Customer Service department on **0370 401 2052**. Lines are open Monday-Thursday 8am-8pm, Friday 8am-6pm, Saturday 9am-5pm. Calls may be recorded and monitored, call charges will vary.

Can I renew multiple policies online?

Yes, you'll need your postcode(s) and reference number(s), you'll then need to select 'validate details' after each postcode and reference number you enter. Once you've entered all of the details, select 'payment' and complete your card payment details, then select 'submit payment'.

You'll then see the 'confirmation' screen, where you can print out a receipt, or have one sent via email or SMS message.

Why am I seeing an error message on the payment screen?

If you're seeing an invalid card number error message, please check your card details and re-enter them if they're not correct (the card number is the long number on the front of your card).

If you're experiencing any other issues with payment, please call our Customer Service department on **0370 401 2052**. Lines are open Monday-Thursday 8am-8pm, Friday 8am-6pm, Saturday 9am-5pm. Calls may be recorded and monitored, call charges will vary.

Where's the CVV number?

The CVV number is the 3 digit security number that appears on the back of the card, in the security strip.

Where's my payment reference number?

This is the 9 digit reference number on the covering letter we included in your renewal pack. If you're an online customer, please go to [My Insurance](#) to view your renewal documents.

Where do I find my renewal documents?

If you're an online customer, please go to [My Insurance](#) to view your renewal documents.

Alternatively, you can contact our Customer Service department on **0370 401 2052**. Lines are open Monday-Thursday 8am-8pm, Friday 8am-6pm, Saturday 9am-5pm. Calls may be recorded and monitored, call charges will vary.

How do I tell you I don't want to renew my policy?

We're sorry you don't want to renew your policy with us. But don't worry, you can easily cancel your policy online via our self-serve Smart Service Form on our website or by contacting our Customer Service department on **0370 401 2052**. Lines are open Monday-Thursday 8am-8pm, Friday 8am-6pm, Saturday 9am-5pm. Calls may be recorded and monitored, call charges will vary

What protection do I have under the Financial Services Compensation Scheme (FSCS)?

We're covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. Whether or not you're able to claim and how much you may be entitled to will depend on the specific circumstances at the time.

For further information about the scheme please visit the FSCS at [fscs.org.uk](https://www.fscs.org.uk) or call them on **0800 678 1100**.

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