



# Customer Portal Guide

<https://midportal.cginsurance.com>



## Sign in

Sign in with your email address

Please enter your Email Address

Please enter your password

[Forgot your password?](#)

Don't have an account? [Sign up now](#)



# Register



- Portal Link: <https://midportal.cginsurance.com>

- Once you have accessed the website click **'Sign up now'** to register.



## User Details

- Input your email address and click **'Send verification code'**.

< Cancel



## User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

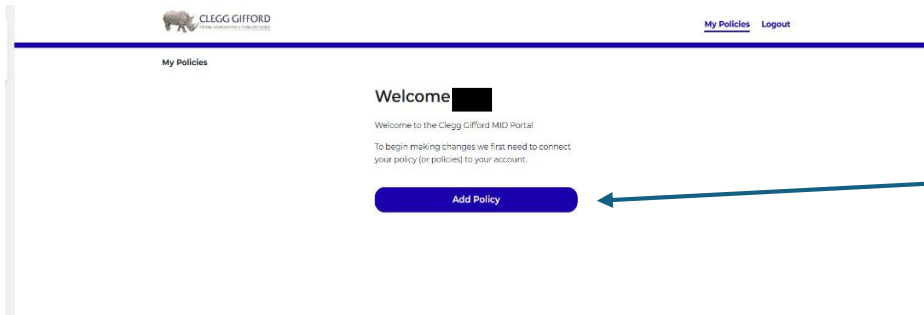
 

- You will then receive an email in your mailbox. You will need to input the code from the email into the verification code box and click '**Verify code**'. If you do not receive this or the code expires you can click send new code.

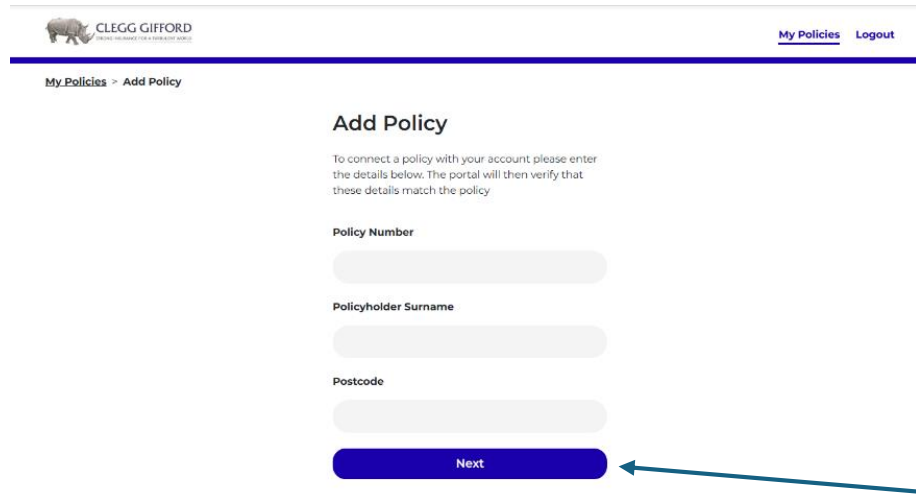
- Once the code has been verified set a password and add your first name and surname into the section and click '**Create**'.

The password must be between 8 and 64 characters and at least 3 of the following:

- A lowercase letter
- An uppercase letter
- A digit
- A symbol




- Once you have registered you will be able to add your policy to your account. Click **'Add Policy'**.



- Fill in your policy number, the surname of the policy holder (as it reads on the policy documents) and the postcode noted under your policy.
- Click **'Next'**, the portal will then verify that these details match the policy.

# Login to your portal



**Sign in**

Sign in with your email address

  
  
[Forgot your password?](#)  
  
Don't have an account? [Sign up now](#)

- Once your account is registered, you can put your email address and password in to sign in.
- If you forget your password, click the **'Forgot your password'** link and follow the steps to reset.

# How to update your vehicles

Welcome [REDACTED]

Welcome to the Clegg Gifford MID Portal

Select the policy you wish to update, or add a new policy to your account below.

Add Policy

- Once you have signed in and are presented with this page click the policy number to go into your account.

**CLEGG GIFFORD** My Policies

My Policies - TX108100000199

**Policy** [REDACTED]

Policyholder: [REDACTED]

Policy Start Date: 28/02/2005 at 13:43

Policy End Date: 28/02/2006 at 12:00

**Vehicles**

[REDACTED]

[Make Changes](#)

[Remove Policy](#)

[Go Back](#)

- You will then see the vehicles currently on your Motor Insurance Policy Database (MIPD) list.
- To make changes, click **‘Make Changes’**.
- **Please note only 4 changes can be made at any one time.**
- If processing an additional vehicle or tradeplate please go to page 9.
- If processing a deletion of vehicle or tradeplate please go to page 12.

### Your changes

Please select

Please Select

- Add Vehicle
- Add Tradeplate
- Remove Vehicle
- Remove Tradeplate

## Add Vehicle

To add your policy a vehicle, please enter details below.

### Vehicle Registration

Find Vehicle

[Go Back](#)

# Add Vehicle

- Once you have clicked make changes, you will need to select the option to either 'add vehicle' or 'add tradeplate'.
- Adding a vehicle – enter the registration number.
- Click '**Find Vehicle**'. The system will then show the details of the vehicle. Please make sure the vehicle registration is inputted correctly, if you receive the below message please contact your broker.

This vehicle cannot be added using the Clegg Gifford MID Portal. Please contact your broker so this update can be completed.

### Vehicle Value

£ 0

### Purchase Date

dd/mm/yyyy



### Owner of the Vehicle:

[Redacted]



### Vehicle Kept Postcode

[Redacted]



### Where is the vehicle kept?

Communal Car Park



You will then need to input the following:

- Vehicles Value
- Purchase Date
- Owner of the Vehicle (will default but please ensure this is correct)
- Vehicle Kept Postcode (will default but please ensure this is correct)
- Where the vehicle is kept overnight.

Also if the vehicle is part of a lease agreement, a Customer Loan Vehicle or the vehicle is modified please click 'yes' and answer any additional questions that appear.

CLEGG GIFFORD  
My Policies Logout

My Policies > > Modify > Add Vehicle

### Add Vehicle

To add your policy's vehicle, please enter details below:

- Abi group cannot be higher than Group 2B
- You can't add more vehicle than 1

Vehicle Registration  
[Redacted]

[Find Vehicle](#)

[Go Back](#)

- If the vehicle fit the criteria of your policy, then it will show as 'Success'.
- However if the vehicle does not fit the policy criteria it will show you a message confirming the reason why. If you received this message, please contact your broker.

# Delete Vehicle

- Once you have clicked make changes, you will need to select the option to either 'remove vehicle' or 'remove tradeplate'.

- It will show you a list of the vehicles currently covered under your policy. Click the vehicle registration number you wish to remove.



## Your changes

Please select

Please Select

- Please Select
- Add Vehicle
- Add Tradeplate
- Remove Vehicle
- Remove Tradeplate

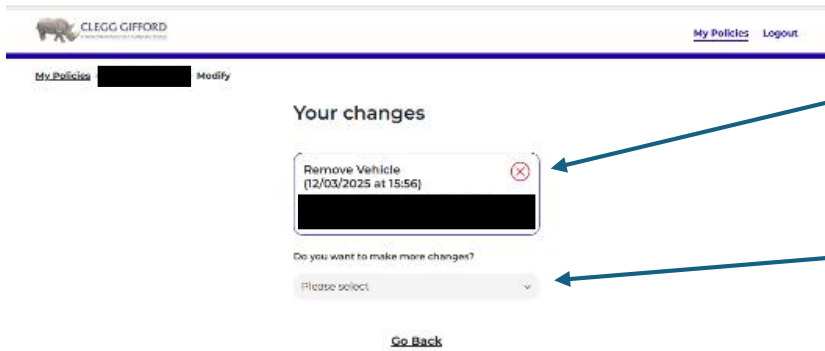


## Remove Vehicle

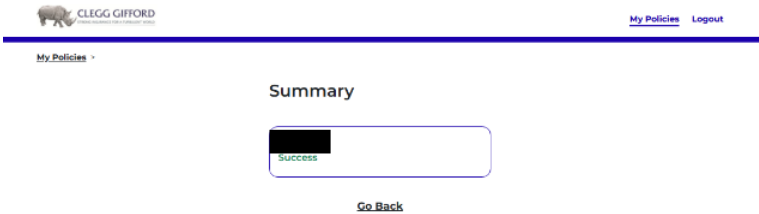
To remove a vehicle from your policy, please select one.

[Redacted registration number]

[Go Back](#)



- You will then see the vehicle with a **X**. This is to confirm which vehicle you are removing.
- It will ask 'Do you want to make more changes'. Select 'yes' or 'no' then click 'next'.



- When vehicle updates have successfully been processed, you will see 'Success' under the summary.