

If you are uncertain of any aspect of the MID, further information can be found at [www.miic.org.uk](http://www.miic.org.uk) and [www.midupdate.com](http://www.midupdate.com)

The MID compliance procedure for each insurer is included in this document.

## Contents

|                       |    |
|-----------------------|----|
| Brit Insurance .....  | 2  |
| Catlin .....          | 3  |
| Chartis.....          | 4  |
| Chaucer .....         | 5  |
| Equity Red Star ..... | 6  |
| Jubilee.....          | 7  |
| LV= .....             | 8  |
| Newline .....         | 9  |
| Novae .....           | 10 |
| QBE .....             | 11 |
| Summit.....           | 12 |

## Brit Insurance

### **Small Fleets Policies NOT adjusted by periodical declarations:**

All vehicle adjustments must be advised immediately to COBRA London Markets ([click here for contact details](#)). COBRA London Markets will then notify Brit who will in turn update the MID on behalf of the Policyholder.

### **Larger Fleets and Policies adjusted on a declaration basis:**

Policyholders must advise Brit of vehicle changes as and when they occur.

#### **By email**

Brit provides a Microsoft Excel Workbook that the Policyholder can copy onto their computer system. This workbook should be used to notify Brit directly of Additional or Deleted vehicles as well as any Errors or Amendments. The workbook should then be e-mailed to: [vehicledata@britinsurance.com](mailto:vehicledata@britinsurance.com)

#### **By fax**

A facsimile form may be used in place of the workbook in circumstances where there are very few changes made. Fax forms should be forwarded to the Brit Vehicle Data Centre on Fax. No.: 0208 911 6760.

A Microsoft Work "user guide" accompanies both the workbook and fax form.

The Brit MID helpdesk can be contacted on 0208 911 6717.

Contacts are Sandra Wise or Geoff Haskell.

## Catlin

All vehicles changes must notified immediately to Catlin by the client (or the agent by agreement). The MID contact at Catlin is Neil Faulkner, telephone 020 7458 5837 or email [neil.faulkner@catlin.com](mailto:neil.faulkner@catlin.com)

## **Chartis**

Following risk placement, Chartis will contact the agent or client if requested to, to identify an individual to be nominated to notify them directly and immediately of all MID changes.

## Chaucer

The Policyholder (or agent subject to agreement) must advise of ALL vehicle adjustments immediately and DIRECT to Chaucer, either by way of spreadsheet or fax:

**By Spreadsheet:** to [fleetmid@chaucerplc.com](mailto:fleetmid@chaucerplc.com)

**By Fax:** to 08070 240 3249.

If applicable the vehicle data will then be used at the end of each quarter to form the basis of any declaration, or an endorsement will be sent to CLM. If the adjustment results in a premium alteration, a resulting endorsement will be issued to the broker. However, no documents will follow a Nil premium adjustment.

The Chaucer MID helpdesk can be contacted on 0870 606 0587. Or our contact is Sandra Germaine, direct dial 01227 284003

## Equity Red Star

Two methods of MID population are available. The Insured (or agent by agreement) must notify all adjustments Immediately to either:

ERS by fax on 01277 206934 or by email on [fleet.mid@equitygroup.co.uk](mailto:fleet.mid@equitygroup.co.uk) or directly to the MID via ERS website on [www.equityredstar.co.uk](http://www.equityredstar.co.uk)

The ERS Helpdesk can be contacted on 0870 7874290 or [fleet.mid@equitygroup.co.uk](mailto:fleet.mid@equitygroup.co.uk) for assistance.

## Jubilee

ALL vehicle adjustments must be notified by the Policyholder (or agent under agreement) immediately and directly to Jubilee via a spreadsheet.

**By email:** The spreadsheet should be e-mailed to [mid@jubilee-insurance.com](mailto:mid@jubilee-insurance.com)

**By fax:** On 0208 918 8050

The vehicle data will then be used at the end of each quarter to form the basis of any declaration.

The MID contact at Jubilee is Tony Waterson, telephone 0208 918 8000 or email [Tony.Waterson@jubilee-insruance.com](mailto:Tony.Waterson@jubilee-insruance.com)

**LV=**

All vehicle adjustments must be sent Immediately and Directly by the Policyholder (or agent under agreement) to LV at [fleetoperations@highway-insurance.co.uk](mailto:fleetoperations@highway-insurance.co.uk)

The MID contact at Highway is Ann, 0870 428 8076 or [Ann.pannell@highway-insurance.co.uk](mailto:Ann.pannell@highway-insurance.co.uk)

## Newline

**All** vehicle adjustments must be notified **Directly** and **Immediately** to Newline by the Policyholder (or agent under agreement), by way of the Newline MID Template, which should be continually updated and submitted throughout the policy year. Notify Insurers of all vehicle changes, name and/or Address changes directly to [mid@newlineuml.com](mailto:mid@newlineuml.com)

The MID template should show all vehicles throughout the year, effectively showing a running total of all vehicles that have ever been on cover under the policy (permanent or temporary). Please see attached information clarifying the MID timeframe requirements.

When a vehicle is deleted, the 'off-date' will indicate the date the vehicle is deleted but the vehicle details should stay on the template and should not be deleted from the template.

New (additional) vehicles should be added to the template, the 'on-date' will indicate the date the vehicle is added.

Temporary additions will be indicated by the 'on-date' and 'off-date'

The Newline system picks up the differences. Please just use one Template for the whole policy year.

Change of Insured name and/or address also needs to be advised to the MID.

Please use the 1<sup>st</sup> page of the template to advise us within the required timescales.

## Novae

Novae must be notified immediately and directly of all vehicle changes. They will then populate the MID in turn and issue any resulting endorsements to us to process on to you.

**Via email:** [www.motor@novae.com](mailto:www.motor@novae.com).

**Via fax:** 0207 903 7698

For further assistance please contact us or Novae on Tel. No.: 020 7903 7300

## QBE

### **Fleets Under 10 Vehicles:**

QBE will populate the MID on the Clients behalf subject to the Policyholder (or agent under agreement) advising QBE Immediately and Directly of all vehicle changes. This does not alter the basis of adjustments under the policy, and all vehicle changes must still be notified to Cobra London Market in the normal way.

### **Fleets 10 Vehicles or over:**

The Insured (or the agent under agreement) will be responsible for Populating the MID Immediately and Directly. Login details and a procedural guide will be provided by QBE and the Insured (or agent) will be required to nominate an individual (or individuals) to be responsible for MID population.

This does not alter the basis of adjustments under the policy, and all vehicle changes must still be notified to Cobra London Market in the normal way.

**By Fax:** The MID facsimile number for QBE is 01245 272696.

**By Email:** [mid.helpdesk@uk.qbe.com](mailto:mid.helpdesk@uk.qbe.com)

The Ensign Helpdesk can be contacted on 0800 389 2674

## Summit

Policies adjusted on an "As and When"

Cobra London Market must be advised immediately with any changes. We will then inform Summit who will in turn update the MID.

**By Email:** [Jobee@cobralm.com](mailto:Jobee@cobralm.com) or [Hparker@cobralm.com](mailto:Hparker@cobralm.com)

**By Fax:** 020 7204 0014

Policies adjusted on a "Declaration Basis"

Summit will provide passwords to the Policyholders nominated individual (or agents under agreement) to access their own extranet website. The Policyholder (or agents under agreement) then populates the MID themselves via this extranet site.

Alternatively the Policyholder can submit information by File Transfer to [mid@amlin-insurance.co.uk](mailto:mid@amlin-insurance.co.uk)

Declaration must still be submitted in the normal way for Underwriting purposes.

For assistance contact: 01245 396600 or [fleetadmin@summit-insurance.co.uk](mailto:fleetadmin@summit-insurance.co.uk)