

# UINSURE ADVISER PLATFORM

## HOW TO A CONTACT US THROUGH THE UINSURE ADVISER PLATFORM

This guide explains how mortgage intermediaries can submit a 'Contact Us' message via the Uinsure Adviser Platform.

1.

### LOG IN TO THE UINSURE INTERMEDIARY WEBSITE

Log into the Uinsure Intermediary portal using your usual credentials.

2.

### NAVIGATE TO THE CONTACT US SECTION

Select the "Contact Us" tab located at the bottom of the left-hand navigation menu.

3.

### COMPLETE THE CONTACT US FORM

Fill in the required fields as follows:

- Policy Number
- Select the relevant option from the 'My query relates to' dropdown menu
- Select the relevant option from the 'I'd like help with' dropdown menu

4.

### ENTER YOUR MESSAGE

Use the free text box labelled "Message" to explain what assistance is required regarding the enquiry.

5.

### SUBMIT THE MESSAGE

Once all required fields are complete, submit the form to send your query to the Uinsure support team.

6.

### SUBMITTED MESSAGE

Once submitted, you will receive an email confirming your query to Uinsure for your records. The team will respond to you with our standard SLA of 48 hours.

[VISIT OUR ADVISER PLATFORM](#)

