

Two-Factor Authentication Guide

Login to your portal account now requires an authentication code after you have entered your correct email address/username and password.

The code will be sent to an Authenticator App that you will need to install/download to your smart phone.

If you do not have a smart phone, please contact your Broker for further assistance.

1. Download the authenticator app, example icon below:



- 2. Once downloaded, it will need to be linked to your registered Portal email address, e.g. <u>username@domain.com</u>
- 3. Once you have entered your correct login credentials, a onetime only QR code will be returned.

TRADEX	Login	Register	Help	Contact	
Two Factor Authentication					
Save					

© 2025, Tradex Insurance Company PLC. All Rights Reserved. This website contains information on the Products & Services of Tradex Insurance Company PLC only, unless otherwise stated. Tradex Insurance Company PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Return to top of page. Terms & Conditions.

4. Open the authenticator app on your smart phone and scan the QR code. This will then link to your account. A six digit onetime password code will be returned, e.g. 404 143.

Tradex Insurance Company PLC Head Office, McLaren House, 100 Kings Road, Brentwood, Essex CM14 4EA T: 01708 971000 I www.tradexinsurance.com



- 5. Once you have received the code, you need to enter this number, within the time frame shown on your app, in the code field shown in the above screen print.
- 6. Once the code has been accepted, the login process is complete, and the Broker or Customer dashboard will be displayed. An automated email will then be sent to your account confirming there has been activity, example below:

Tradex Portal - User login	activity Inbox ×			×	₽	Z
tradexportal@tradexinsurance.com to me 👻	01:20 ((10 hours ago)	☆	٢	¢	:
	TRADEX					
	Dear Phantom,					
	I here has been portal activity on your account. If you did not login at this time please contact your broker.					
	Kind regards Tradex Insurance Company PLC.					
DISCLAIMER: This email and any attachments a consent. If you are not the intended recipient o email or any part of it. Unless expressly stated, mail and any attachments are virus free. You m through their networks. Soteria Insurance Limi Authority and regulated by the Financial Conde, Registered in England and Wales No. 2983873. Brentwood, CMIA 4EA. Soteria Insurance Limit register number 435022.	re confidential. They may contain privileged information and are intended for the named addressee(s) only. They re a authorised to receive emails on the intended recipient's behalf, please notify us immediately and do not copy, di opinions in this email are those of the individual sender, and not of Saturn Holdings Limited and its subsidiaries. Use therefore take full responsibility for virus checking. Saturn Holdings Limited and its subsidiaries reserve the rigi et and Tradex Insurance Company PLC are subsidiaries of Saturn Holdings Limited. Tradex Insurance Company PLC act Authority and the Prudential Regulation Authority. Register Number. 202917. Registered effice: McLaren House Soteria Insurance Limited is registered in England and Wales with registration number 12698289. Registered office ed is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the l	must not be distril isclose, distribute, We believe but do ht to monitor all e C is authorised by a, 100 Kings Road, e: McLaren House Prudential Regula	buted wi , take act not warr email con the Pruc Brentwo , 100 Kin tion Aut	ithout o tion, or r rant that mmunica dential R pod, CM ngs Road thority u	ur retain ations Regulat 114 4E/ d, inder	this ?- tion A.

7. Contact Details:

If you have any questions or need any assistance regarding this, the relevant contact details are: -

a) For customers who purchaed their policy directly through Clegg Gifford: -

Team: Retail Inbound

Tel: 01708 982 857

Email: motortrade@cginsurance.com

b) For customers who purchaed their policy through another broker, and not directly through Clegg Gifford, you will need to contact that Insurance Broker.

Tradex Insurance Company PLC Head Office, McLaren House, 100 Kings Road, Brentwood, Essex CM14 4EA T: 01708 971000 | www.tradexinsurance.com