

View and manage your Tradex policy online



View your policy details, including current vehicle list

- Dashboard of your key policy details
- Contact details
- Payment Plan (if taken out)
- Drivers on the policy
- Vehicles and trade plates on the policy



Help and Assistance

- Claims page with contact details and claims procedures
- Help page and step by step user guide
- Contact page with all key contact numbers



Update your vehicle list online

- Add/delete vehicles & trade plates to your policy
- Submit up to 10 updates in one transaction
- View and print your current vehicle list
- Receive instant confirmation
- Available for motor trade policies



Compatible with mobile, tablet and desktop device

- You can access all features of the portal now on all devices
- Easily update your vehicle list on your smartphone and view your current vehicle list on the go!

Tradex Customer Portal Guide

1

Register

- 1.1 Click on "Register" tab: www.customerportal.tradex.com
- 1.2 Input your email address and create an online password.
Multiple users can register for the same policy using different email addresses.
- 1.3 Enter your policy number, surname and postcode
if a limited company, confirm your company name.
- 1.4 Agree to the terms and conditions and click "Register".
- 1.5 Verify your email address on the email received in your mailbox. You are now ready to login.

TRADEX
Your Tradex Policy

Register to manage your policy online

Please enter your details below to register for an online account. Multiple users can register for the same policy using different email addresses.

Email Address*
Password*
Confirm Password*
Policy Number*
IP* (Policy number used in this format)
Surname or Company Name*
Postcode*

This address 3 fields must match your policy details. For help contact [0333 313 3131](tel:0333 313 3131) or download our [user guide](#).

I agree to the Tradex terms and conditions of website use
 I'm not a robot

Register

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Login

- 2.1 Enter your registered email address, password and click "Login"
- 2.2 The dashboard will display your policy. If you have more than one policy, select the policy you would like to view.
- 2.3 Forgotten password? - click on "Forgotten Password" link.
 - Enter your email, click "Reset".
 - Choose a new password on the email received.
- 2.4 Change password? - Login to your policy.
 - Select "Change Password" link in the menu bar.
 - Enter current and new password and click "Save"
- 2.5 Reactivate account? - Enter your password and the account will be reactivated.

TRADEX
Your Tradex Policy

View and manage your Tradex policy online

You can now view and manage your policy online if you either link your policy to an existing account or create a new account. The policy dashboard will display your main policy details including your current policy schedule, coverages, no-claims and government plate of details. You can also update your Motor Insurance Policy Database (MIPD) and view your vehicle list. Simply register to get started.

- View your policy details.
- View your current vehicle list.
- Update the Motor Insurance Policy Database (MIPD).
- View your MIPD and details.

Click to [View User Guide](#)

Need to create a login
Need to view your vehicle list?
Need to update the Motor Insurance Policy Database (MIPD)?
Need to report a claim?

Useful Links

- Motor Insurance Policy Database (MIPD) updates for non-annual policies prior to the 2024
- Tradex documents
- About Tradex
- Logout from

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Dashboard

- 3.1 View your key policy details.
- 3.2 View your vehicles, trade plate and drivers.
- 3.3 View your broker details - name and contact number.
- 3.4 How can we help? Select and click "Next Step"
This directs you to the relevant information and/or page.

TRADEX
Welcome to your Dashboard Fourtythree

Your Tradex Policy: P-MTP00264894

Policyholder: Fourtythree Phoenix
Policy Type: Motor Trade
Policy Excess: Please refer to Policy schedule for full details.
Cover Level: 15th party, fire and theft
Start Date: 01/04/2024 at 12:00
Renewal Date: 01/04/2025 at 12:00
Conditioned Vehicle Indemnity Limit: £20,000.00

How can we help?
I want to update the MIPD
Next Step
User Guide

Your Broker:
Thamesford Insurance Broker
01708 632002

My Vehicles
You have 6 vehicles on your policy
My Vehicles
Add Vehicles

My Trade plates
You have 2 trade plates on your policy
My Trade plates
Add Trade plates

My Drivers
You have 1 driver on your policy
My Drivers
Add Drivers

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Claims - Help - Contact Pages

- 4.1 Claims Page - View how to report a new claim, windscreen claim or book roadside recovery or discuss an existing claim.

You can also view our complaints procedures.
- 4.2 Help page - View the most popular questions and answers.
- 4.3 Contact page - How to contact Tradex and your Broker

TRADEX
Claims

How can we help you?
I want to report a new claim
Next Step

Call us to report a new claim
0333 313 3131
Standard call charges from landlines and mobiles
Lines open Mon-Fri 9am - 5pm (closed Sat/Sun)*
*Emergency out of hours support available for property/motor claims reporting/initial recovery.
0344 207 831 280 if calling from abroad
Call charges from outside the UK may vary

Call

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How to update your policy

1 Login

1.1 You can access via your mobile, tablet, laptop or PC.

- 1.2 Login to the Tradex Customer Portal.
- If you have not already registered - please refer to "Register"
 - If you have not accessed your account for over 90 days you will need to reactivate your account.



2 Vehicle List

2.1 Click on "My Vehicles" or "My Trade plates" button then click on "Make Changes"

2.2 For a shortcut you can click the "Add Vehicles" or "Add Trade plates" button

2.3 Click "Print" to print your current vehicle list

- 2.4 Cant see your vehicle?
- Only current vehicles appear on the list. If a vehicle is in review, it will **NOT** appear until accepted. Please contact your broker if you have any queries.



3 Make Changes - Add/Delete Vehicles or Trade Plates

3.1 Click "Make Changes"

You can make up to 10 changes in one update

3.2 Select effective time/date

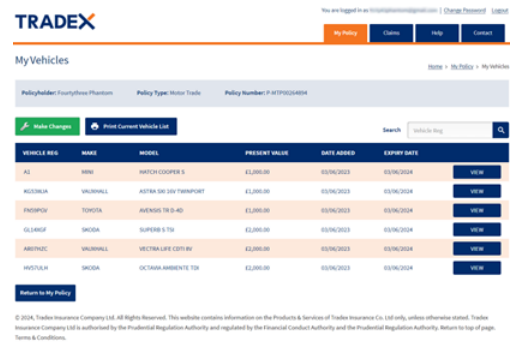
All updates must be effective on the same date

3.3 Select "Add Vehicle" or "Add Trade plate"

Complete questionnaire, Click "Add Vehicle" or 'Delete Vehicle'.

3.4 Select "Delete Vehicle" or 'Delete Trade plate"

Complete questionnaire, Click "Delete Vehicle" or 'Delete Trade plate'.



4 Submission

4.1 Submit Changes - click "Submit all changes"

Are you sure you want to proceed with the changes? if you are click "ok"

4.2 You will receive confirmation if your changes are accepted.

The vehicle/trade plate list will be updated.

4.3 If your changes are being considered you will be notified.

If you have any queries please contact your broker.

