

## 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

- 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



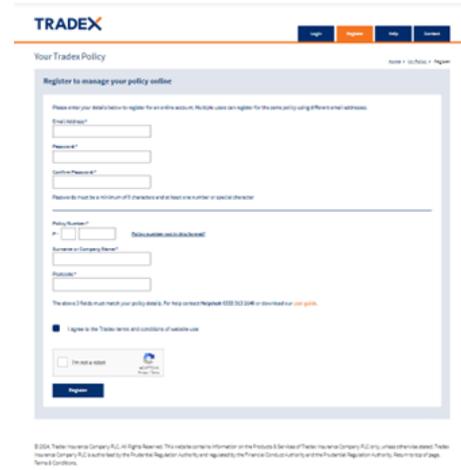
### Compatible with mobile, tablet and desktop device

- 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

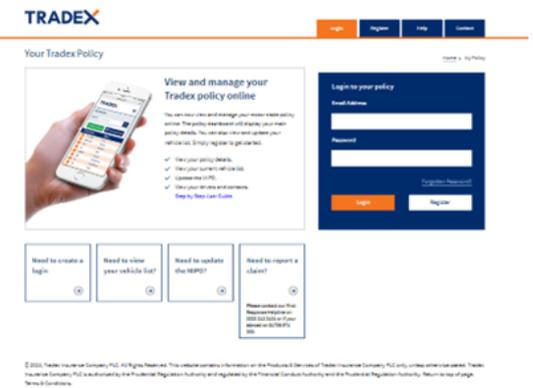
## 1 Register

- 1.1 Click on “Register” tab: [www.customerportal.tradex.com](http://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.



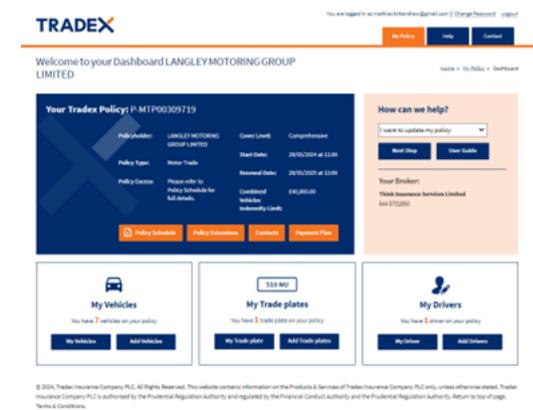
## 2 Login

- 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.



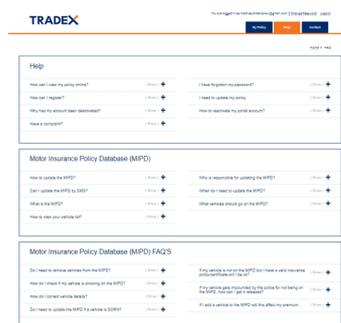
## 3 Dashboard

- 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.*



## 4 Help - Contact Pages

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



# 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.

VEHICLE REG	NAME	MODEL	PRESENT VALUE	DATE ADDED	EXPIRY DATE	
GLC700A	AUD	Q7 S21 TOP QUARTZ	64,000.00	28/10/2024	28/10/2025	VIEW
047HDD	LAND ROVER	RANGE ROVER VELAR R-DYNAMIC HSE	103,000.00	28/10/2024	28/10/2025	VIEW
EMBL17	BMW	4 SERIES M4	64,000.00	28/10/2024	28/10/2025	VIEW
LDAP5U	AUD	AL SPORTRUCK TD SPORT	43,000.00	28/10/2024	28/10/2025	VIEW
PJ7FS	LAND ROVER	RANGE ROVER VELAR R-DYNAMIC	103,000.00	28/10/2024	28/10/2025	VIEW
0208KL	LAND ROVER	RANGE ROVER SPORT SVA HSE DYNAMIC	60,000.00	28/10/2024	28/10/2025	VIEW
W680FP	LAND ROVER	RANGE ROVER SPORT SE AUTODYNAMIC DYNAMIC	106,000.00	28/10/2024	28/10/2025	VIEW

## 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'.

My Vehicles

Make Changes Add Vehicle Add Trade Plate

VEHICLE REG	NAME	MODEL	PRESENT VALUE	DATE ADDED	EXPIRY DATE	
GLC700A	AUD	Q7 S21 TOP QUARTZ	64,000.00	28/10/2024	28/10/2025	VIEW
047HDD	LAND ROVER	RANGE ROVER VELAR R-DYNAMIC HSE	103,000.00	28/10/2024	28/10/2025	VIEW
EMBL17	BMW	4 SERIES M4	64,000.00	28/10/2024	28/10/2025	VIEW
LDAP5U	AUD	AL SPORTRUCK TD SPORT	43,000.00	28/10/2024	28/10/2025	VIEW
PJ7FS	LAND ROVER	RANGE ROVER VELAR R-DYNAMIC	103,000.00	28/10/2024	28/10/2025	VIEW
0208KL	LAND ROVER	RANGE ROVER SPORT SVA HSE DYNAMIC	60,000.00	28/10/2024	28/10/2025	VIEW
W680FP	LAND ROVER	RANGE ROVER SPORT SE AUTODYNAMIC DYNAMIC	106,000.00	28/10/2024	28/10/2025	VIEW

## 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.

My Vehicles: Make Changes

What changes would you like to make to this policy?

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

Submit all changes

VEHICLE REG	NAME	MODEL	PRESENT VALUE
GLC700A	AUD	Q7 S21 TOP QUARTZ	64,000.00