

Supporting you

How to access the portal

-  We will pre-register you as a user of the portal
-  You'll get a registration email from us with a link on it
-  Complete the registration process, set a password
-  Start to use the portal from **9am - 05 May**

Need Help?



Queries on how to use the portal?

Call our **Agency Team** on **0800 587 5098** (ext 7207) or email agency.services@cirencester-friendly.co.uk



Underwriting decision queries?

Call our **Underwriting Team** on **0800 587 5098** (ext 8300) or email underwriting@cirencester-friendly.co.uk



Further evidence requests, application status queries?

Call our **Underwriting Admin** on **0800 587 5098** or email underwritingadmin@cirencester-friendly.co.uk



Important Information for your IT Team

To ensure your Advisers are able to access our portal, please ensure any web filters that you use are configured to the following domains and any subdomains: **cirencester-friendly.co.uk** and **cirencester-friendly.com**

Paraplanners

Our new portal also provides the facility for Paraplanners/Sales Support/Admin staff to have their own login. This enables them to apply for our products and view/update applications on behalf of Advisers.

If you would like to set members of your team up with this role. Please contact our Agency Team on **0800 587 5098** (ext 7207) or email agency.services@cirencester-friendly.co.uk

Things you may need to know:

Applicants will automatically be referred for a medical screening with Medical Screening Solutions (MSS) in the following circumstances;

	IAE	MEP
Applicants aged 40 to 50 (inclusive)	34 units of cover or more	£18,100 annual cover or more
Applicants aged 51+	24 units of cover or more	£12,900 annual cover or more

Where the automatic evidence applies, your client will be contacted by MSS who will arrange for a nurse to carry out the medical screening.

User guides

- Self serve password reset for an Adviser
- Creating an application using the Adviser portal
- Managing your quotes & applications
- Viewing updates & notifications
- Accepting an Underwriting decision
- Amending Adviser details settings & preferences in the Adviser portal

Verification Checks

As part of our due diligence processes for new applications and ongoing 'know your customer' procedures, we carry out identity and bank account verification checks on all applicants. Please therefore ensure that any information you provide us with is up to date and accurate.

The new portal can be accessed here: <https://login.cirencester-friendly.co.uk>

Read our FAQs document [here](#)



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V2 (APR 2022)