

Help Guide - Freelance Translators' & Interpreters' Online Quote Portal

Below you will find detailed instructions on how to Get a Quote, Retrieve Renewal Documentation and general help on Logging-In.

Click on the appropriate content heading to be taken to the appropriate section.

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Getting a Quote:

Step 1: Select Coverage Requirements - Select the date when you would like cover to commence: The date will automatically defaulted to the today's date (please note cover cannot be backdated). For those individuals with an existing policy provided by an alternative provider you may select the start date to match the forthcoming expiry date of your existing policy. For more information on how to switch from your existing provider please download the "How to Switch Provider" help-sheet from the main MFL website.

Select the limit of Professional Indemnity Insurance required from the predefined list of options. You may also like to extend the cover to include Public Liability Insurance. Then click on "Next".

Step 2: Your Details - You need to fill in the required data before you can proceed to the next section. If you don't have a business name, that's fine: just move on to the next question.

For your qualifications and associations, if required you can select multiple options by using the "plus" and "minus" buttons. If you select "Other" you will be able to provide this information in the box that appears.

Complete your address details. If you enter your postcode first you can use the "Get Address" to populate the fields. Provide your contact phone number and email, then click on "Next".

Step 3: Statement of Facts - It is important you answer these questions correctly. If you need to answer "Yes" to any question you will be given the ability to provide the required additional information: you can complete the process, however, your quote will be referred to us. We will normally confirm the status of your quotation within one working day.

Step 4: Declaration - It is important you read and understand the Declaration. You will be asked to confirm you have read and accept it along with confirmation you have read and accept the MFL Terms of Business. Then click on "Finish" to proceed and get your confirmed quotation.

Step 5: Quote submitted - Now you've submitted your answers, you will be shown the "Your Confirmed Quotation" page, which details your statement of demand and needs and your quotation summary. For full details of the quotation you can download the Confirmed Quotation Document along with the Summary of Cover and Policy Wording. Copies of all these documents will be sent to the email address you have previously provided.

To accept the quote, go on cover and pay the premium click on 'Proceed'. Alternatively, you may save the quote for a later date.

Step 6 Account Details - As a new user to the quotation portal you will be asked to create a new customer account by providing a password and confirming your contact details; then click 'Next'.

Step 7 Secure Payment - You will be presented with a secure payment screen: click on "Choose this option". Then enter your card details and click on 'Proceed'. There is a surcharge of 3.5% to pay by Visa or Master Card and a fixed charge of £0.40 GBP for all debit cards.

Once payment has been accepted you will be presented with the Success! page. Download and save all the documents to a safe place on your PC, Mac, Smart Phone or tablet device for future reference. But don't worry if you don't. All your information can be accessed and downloaded at any time.

Retrieving Your Policy or Renewal Documentation

To retrieve your policy documentation, follow the instructions below:

1. Whenever your policy is processed for the first time or renewed, an e-mail will be sent to the e-mail address you used when you first signed up.
2. When you receive the e-mail, there will be a blue underlined 'link' in the e-mail for the new documentation. Click the link and you will be taken to our website and asked to login.
3. To login, use the username and password you created when you first signed up with us. If you cannot login for any reason see the section below on "What to do if you can't login to our website".
4. Once you are logged in, you will automatically be shown your policy or renewal documentation.

Note:

- You will also be able to access any other documentation there is for the policy (including previous years) and you can use the Policies link to find policy documentation for any other policies you have ever created with us.
- You can also update your details or company details by following the My Profile or My Company links in the top right of the screen (this will only work when you are logged in).

What to do if you can't login to our website

If you can't login to our website for any reason follow the instructions below very carefully:

- If you've forgotten your password, [click this blue link](#) and then click "I forgot my username or password" to use our Forgotten Password form. You will then receive an email (to the address we have on file) with your password. If you think the email address we have on file may be wrong follow the instructions below under "Did you forget or change your email address?"
- If you've forgotten your username, [click this blue link](#) and then click "I forgot my username or password" to use our Forgotten Username form. You will then receive an email (to the address we have on file) with your username. If you think the email address we have on file may be wrong follow the instructions below under "Did you forget or change your email address?"
- Did you forget or change your email address? If your email address has changed since you last logged on or you are not sure which email address you used when you signed up, please use our contact form or call our helpline on 0161 237 7747 and we'll change the email address we hold on file for you.