

Lockton Performance

How to Guide

How to access the Lockton
Performance Portal



UNCOMMONLY INDEPENDENT

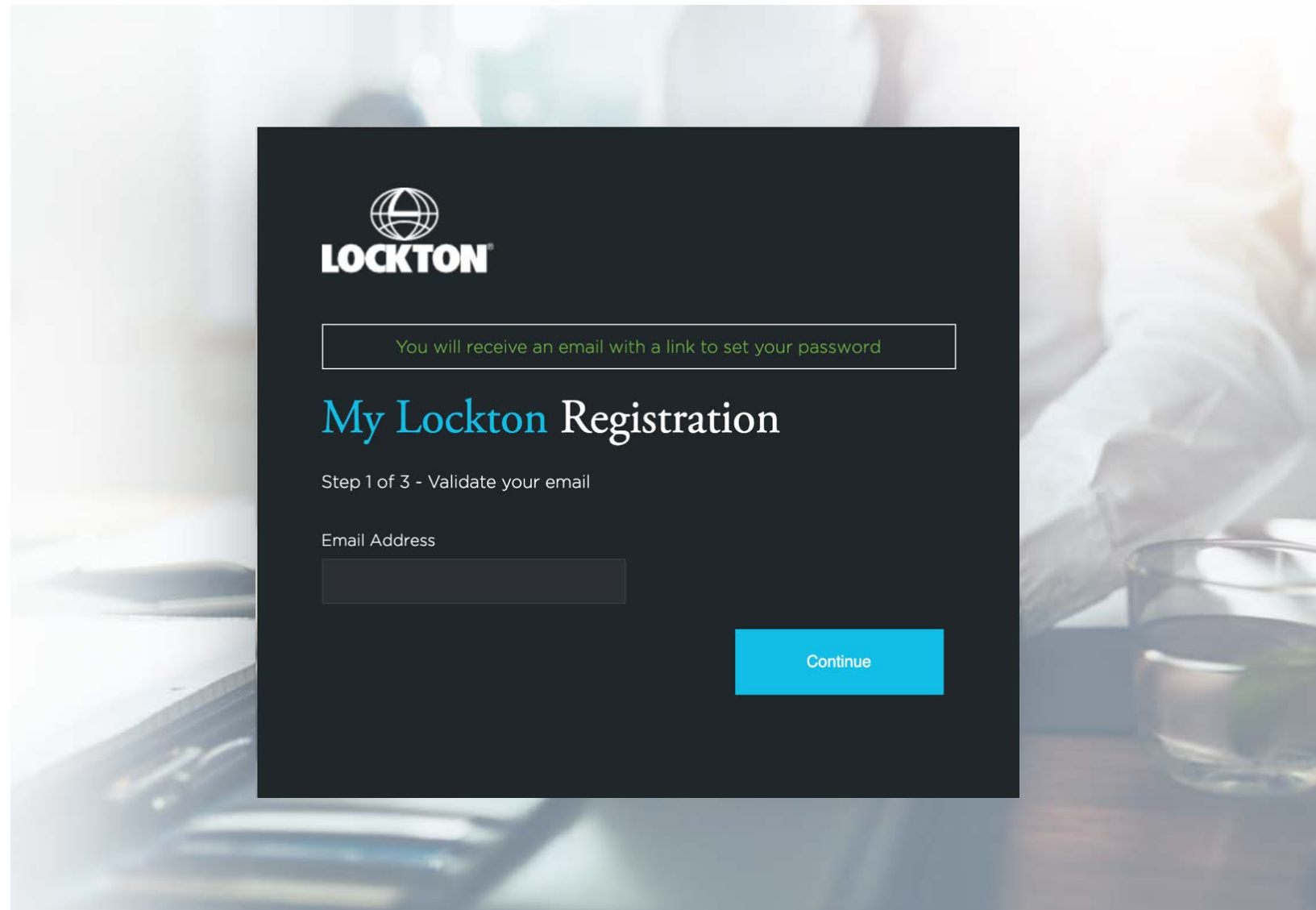
How to use the Lockton Performance portal

You'll be able to log into the portal either by accessing the 'My Lockton' tab on the homepage of our new website locktonperformance.com or by clicking the direct link from your welcome email.

Step 1 – To log in click on the registration link, this will open up a web browser. Enter your email address for verification. Once your email address has been entered, the page will update to display some green text stating 'You will receive an email with a link to set your password'.

Step 2 – Once you have received the email (which could take up to 10 minutes), click the link to set your password. This link will open up a new web browser.


Step 3 – Once you have set your password, you will be redirected to the log in page for the Online Client Portal. You can now use this password, along with your email address to access the Lockton Performance App and Online Client Portal.

A screenshot of a web browser displaying the 'My Lockton Registration' page. The page has a dark background with the Lockton logo at the top. A green message box states 'You will receive an email with a link to set your password'. Below this, the title 'My Lockton Registration' is shown in a large, light blue font. Underneath the title, it says 'Step 1 of 3 - Validate your email'. There is a text input field labeled 'Email Address' and a blue 'Continue' button to its right. The background of the page is a blurred image of a person's hands typing on a laptop keyboard.

Dashboard

Once you have logged in, you will be taken to the 'Dashboard'. You will firstly see your Account Manager's details at the top right of the screen.

Below there is a tile for each policy you currently have with Lockton Performance, showing some key information about the policies, such as your [renewal date](#), [the insurer and vehicle details](#)



DashboardMy PoliciesDocumentsResourcesMake A ClaimContact

Welcome back, Mr John Smith

Client area for Mr John Smith

Your Cover

Account Manager

Lucie Louch

lucie.louch@uk.lockton.com

0121 232 4534

Collection	Lead Insurer: AXA
<div>Q2000011</div> <div>April 8, 2019 - April 8, 2020</div>	ACTIVE
<div>Assets:</div> <div>1. TVR Chimaera V8 1996XX20XXX</div>	<div></div>
<div>Current policy: 44 days until expiry</div>	View Details

Alerts1

Collection

Contact: Lucie Louch


We have now uploaded your renewal documents to your portal. Please log in to view and advise whether any changes should be made to the cover. Thank you, Gemma

6 days

Dashboard

The Alerts panel on the right hand side, is where you will see notifications we have sent you.

An example of these notifications could be that your renewal is due, or you need to get a new valuation for one of your vehicles.



DashboardMy PoliciesDocumentsResourcesMake A ClaimContact

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Account Manager

Lucie Louch

lucie.louch@uk.lockton.com

0121 232 4534

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Dashboard

There is a countdown of the number of days remaining on your policy.

As your policy is approaching renewal, approximately 21 days ahead of renewal, your Account Manager will be in touch to let you know that your new policy documents are available to view, and whether any action is required on them.

At the bottom of the screen, you will see links to our most recent News articles, all of which are available to view on the Lockton performance website.



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Account Manager

Lucie Louch

lucie.louch@uk.lockton.com

0121 232 4534

Alerts1

Collection

Contact: Lucie Louch

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6 days


My Policies

In the 'My Policies' page you will be able to view more specific information about the policies you have with us, by expanding each section.

Here we have a 'Collection' policy,

By selecting the plus symbol we can expand this section to see more information such as the insurer and the premium of the policy.

You will need to read this and tick the box to confirm you have read and understood the above and then click on 'Acknowledge' to proceed to the Proposal Form.




DashboardMy PoliciesDocumentsResourcesMake A ClaimContact

My Policies

All your policy information at a glance

Account Manager
Lucie Louch
lucie.louch@uk.lockton.com
0121 232 4534

Your Cover


POLICY	POLICY NUMBER	RENEWAL DATE
 Motor	Q2000012	26/03/2020
 Home	Q2000001	09/03/2020
 Collection	Q2000011	08/04/2020

My Policies

Here we have a 'Collection' policy,

By selecting the plus symbol we can expand this section to see more information such as the insurer and the premium of the policy.


There is also a list of documents specific to the policy available to download here.

 Home

Q2000001

09/03/2020

+

 Collection

Q2000011


08/04/2020






—

Insurer
AXA

Cover Remaining
44 days


Premium
£300.12

Endorsements
 You also have vehicle endorsements, '**View assets**' for details

Documents
 Insurer Renewal Letters 2019
 Policy Schedule 2019
 Certificate 2019
 Certificate 2019
 Insurer Renewal Letters 2019

View Assets

Make a claim

YOUR CURRENT CONTACT
Lucie Louch
Account Manager
lucie.louch@uk.lockton.com
 0121 232 4534


My Policies



By selecting the 'View assets' button, we can see more specific information about the vehicles on cover, such as:

- The value
- The excess
- The drivers
- And the Use of the vehicle

Assets - Collection

Policy no. **Q2000011**




	TVR Chimaera V8 1996	XX20XXX	—
Vehicle Excess £250 		Valuation £20,000.00 (As at 27/03/2019)	
Mileage Limitation 5,000 miles per annum		Documents	
Drivers Mr John Smith (Main Driver) 13.03.1967			
Driver Restrictions Insured & Named Drivers			
Usage Social Domestic Pleasure & Commuting			



My Policies

By selecting the 'Make a Claim' button, you can send a message directly to your account manager to let them know you need to make a claim on the policy.

Just fill in the form and click the 'Make a claim' button and your client manager will start the claims process for you.



DashboardMy PoliciesDocumentsResourcesMake A ClaimContact



Make a Claim

Client area for Mr John Smith

Account Manager
Lucie Louch
lucie.louch@uk.lockton.com
0121 232 4534

Policy Reference:
90549 Q2000011

Assets

Date of Incident
dd/mm/yyyy

Time of Incident (24h format)
HH:MM

Location

Notes


Documents

On the ‘Documents’ page, you will be able to see all documents relating to your policies in one place. Here you will be able to download these documents by clicking this blue button.

We will also use this screen to store other information relating to your policies such as vehicle valuations or green cards.

You can search for a specific document the search tool at the top of the screen.

On the right hand side, we also have the Policy Wording and IPIDs available to download.



Dashboard


My Policies


Documents


Resources

Make A Claim

Contact







Your Documents

Filter by Policy Type:


Policy Type

Document Type:

Document

Year:

Year



Account Manager




Lucie Louch

lucie.louch@uk.lockton.com

0121 232 4534


Show15entries

Search:




POLICY NUMBER	POLICY	DOCUMENT TYPE	START DATE	ACTIONS
Q2000011	Collection	Policy Schedule	08/04/2019	
Q2000011	Collection	Insurer Renewal Letters	08/04/2019	
Q2000011	Collection	Certificate	08/04/2019	


Resources

In the 'Resources' page, you can see a full list of our news articles, which have been written by the team members of Lockton Performance.



[Dashboard](#)[My Policies](#)[Documents](#)[Resources](#)[Contact](#)[Make A Claim](#)






16 August 2019

News -

3434Lockton Performance to sponsor inaugural prestige car club trophy at Salon Privé

Sunday 8th September sees the introduction of the inaugural Lockton Club Trophy at Salon Privé Classic & Supercar with in excess of 500 supercars attending from 5 major UK Clubs. With Bentley Drivers Club and Rolls-Royce Enthusiasts Club also attending to celebrate Bentley's Centenary, it promises to be a




19 July 2019

Article -

3434How to properly insure your classic memorabilia and accessories

Ask any collector: It's about more than just the car. Owning a classic is a passion project that requires regular care and attention, and it's normal for classics to come with numerous accessories and historical documents that affect its value.



20 June 2019

Article -Collections

3434Considering collections: Is your whole garage covered?

In this article, we wanted to take the time to describe in more detail the process and unique benefits of considering a collector's policy with Lockton.

As specialist providers of insurance for performance and classic cars, it's common for owners to contact Lockton with one goal in


Contact us

On the 'Contact us' page, you will be able to send a message directly to your account manager.

Firstly, select the policy you would like to discuss and the Account Manager you would like to contact, before entering your message in the text box below.

To send, click the blue 'Send message button'

On this page you will also be able to see the address details of our offices in [Birmingham](#) and [London](#) as well as the contact details

DashboardMy PoliciesDocumentsResourcesMake A ClaimContact

Account Manager
Lucie Louch
lucie.louch@uk.lockton.com
0121 232 4534

Contact us

Select a contact

Which of your insurances are you contacting us about?

Motor

Select a contact

Lucie Louch, Account Manager

Message

Please note that this is not an automated facility and your request will be managed by one of our Associates during office hours, which are 9 am to 5 pm Monday to Friday.

We may need to obtain further information from you if you are requesting us to place any insurance or to make any amendments to your policy details. Placement of insurance or changes to insurance cover will not be effective unless you receive written confirmation from us that the cover has been placed or amended. If you wish to have cover or changes to your cover confirmed immediately you should contact your Account Manager on the

Contact details

Birmingham Office

45 Church Street
Birmingham
B3 2RT

Phone

020 7933 2200

Contact details

London Office

138 Houndsditch
The St Botolph Building
London
EC3A 7AG

Phone

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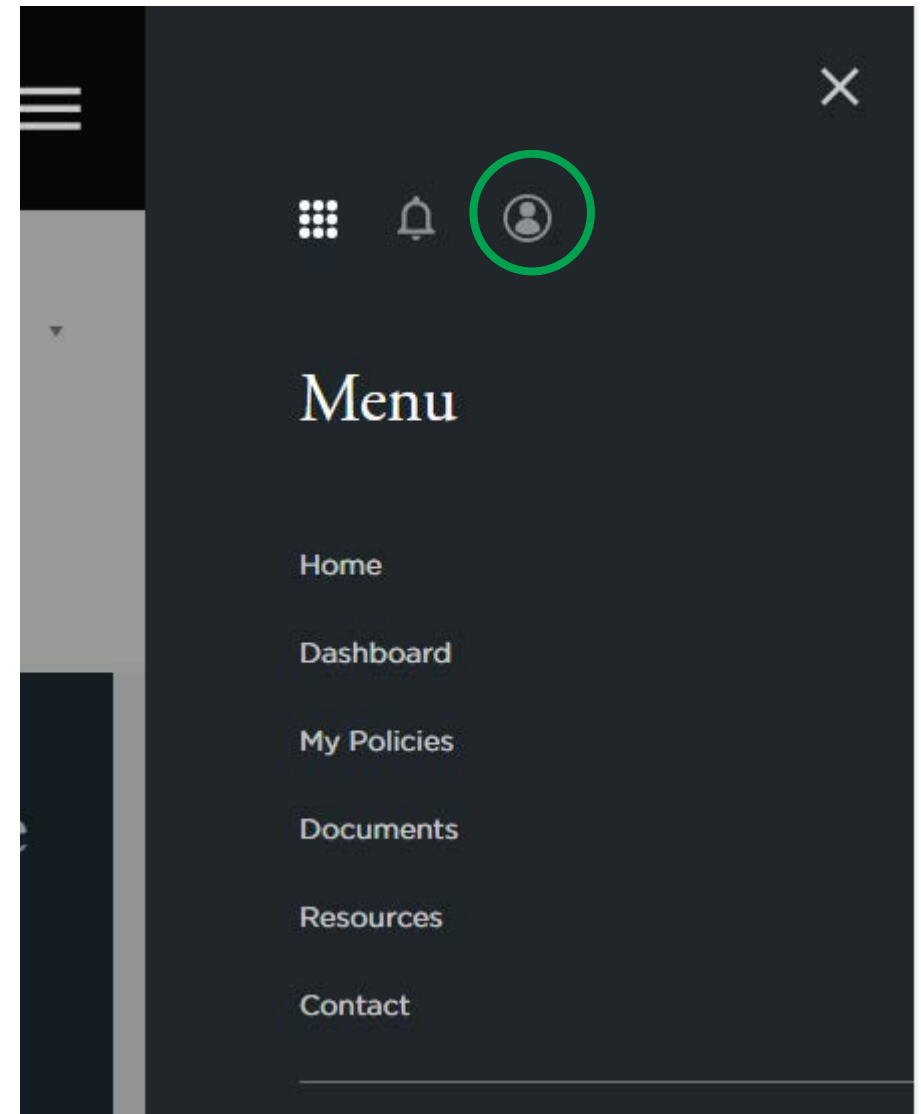
12

Menu

The 'Menu' button on the top right hand side of the screen, will give you the option to reset your password, which we would recommend you do after logging in for the first time.

You will also see basic information we hold for you.

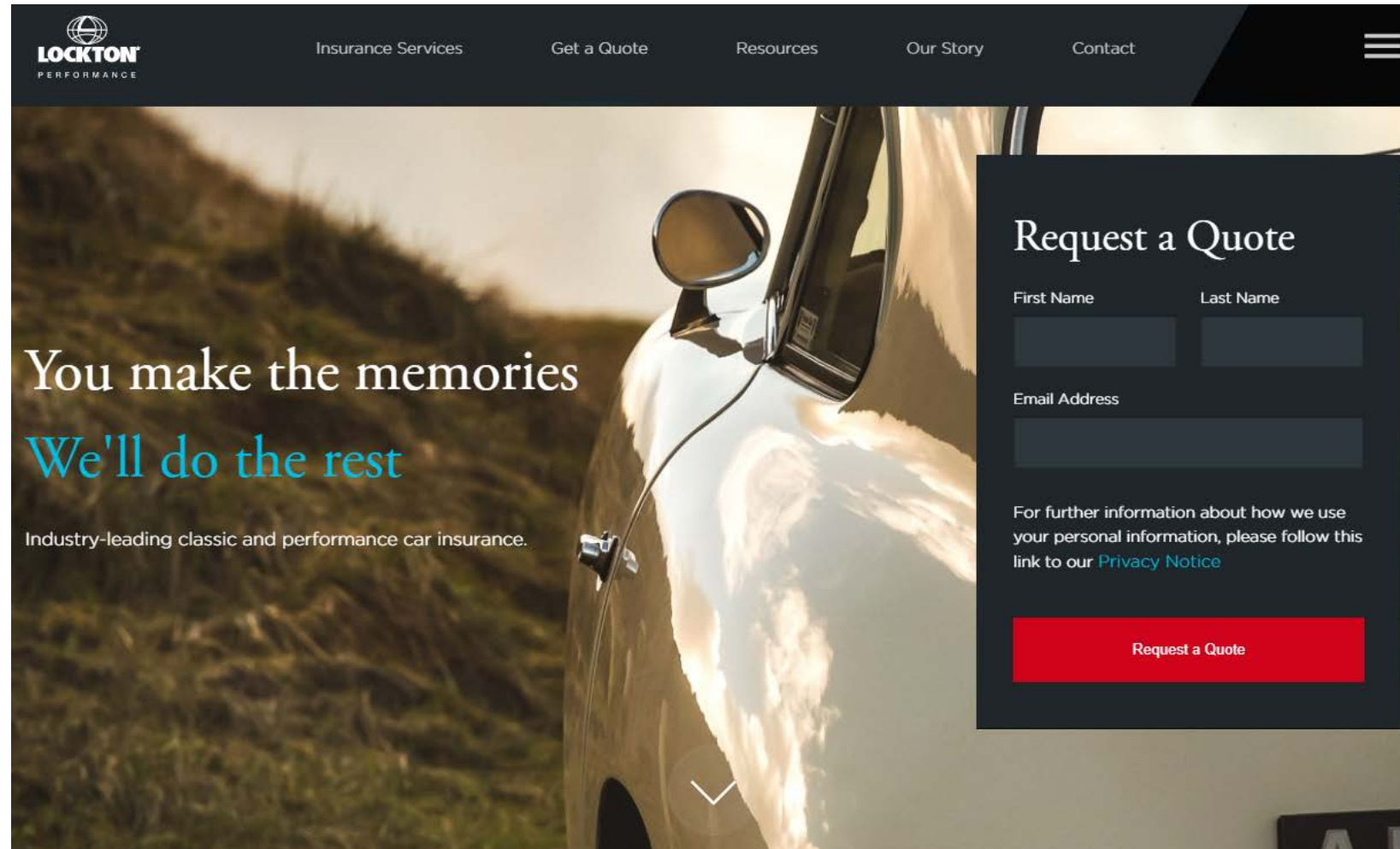
You can also use the menu tab to visit our website locktonperformance.com, where information about all of our products and services is available for you to view



Contact us

You can also use this to visit our new website locktonperformance.com where information about all of our products and services are available for you to view.

If you have any further questions, please contact [+44 \(0\)20 7933 0000](tel:+442079330000), or speak to your Account Manager directly.

The image shows a screenshot of the Lockton Performance website. The header is dark with the Lockton Performance logo on the left and navigation links: Insurance Services, Get a Quote, Resources, Our Story, and Contact. A hamburger menu icon is on the far right. The hero section features a background image of a classic car's side mirror and door. The text 'You make the memories' is in white, and 'We'll do the rest' is in blue. Below this, it says 'Industry-leading classic and performance car insurance.' On the right side of the hero section, there is a dark overlay with the title 'Request a Quote'. Below the title are input fields for 'First Name', 'Last Name', and 'Email Address'. A red button labeled 'Request a Quote' is at the bottom of the overlay. A small white checkmark icon is visible in the bottom right corner of the hero image area.

LOCKTON
PERFORMANCE

Insurance Services Get a Quote Resources Our Story Contact

You make the memories

We'll do the rest

Industry-leading classic and performance car insurance.

Request a Quote

First Name Last Name

Email Address

For further information about how we use your personal information, please follow this link to our [Privacy Notice](#)

Request a Quote

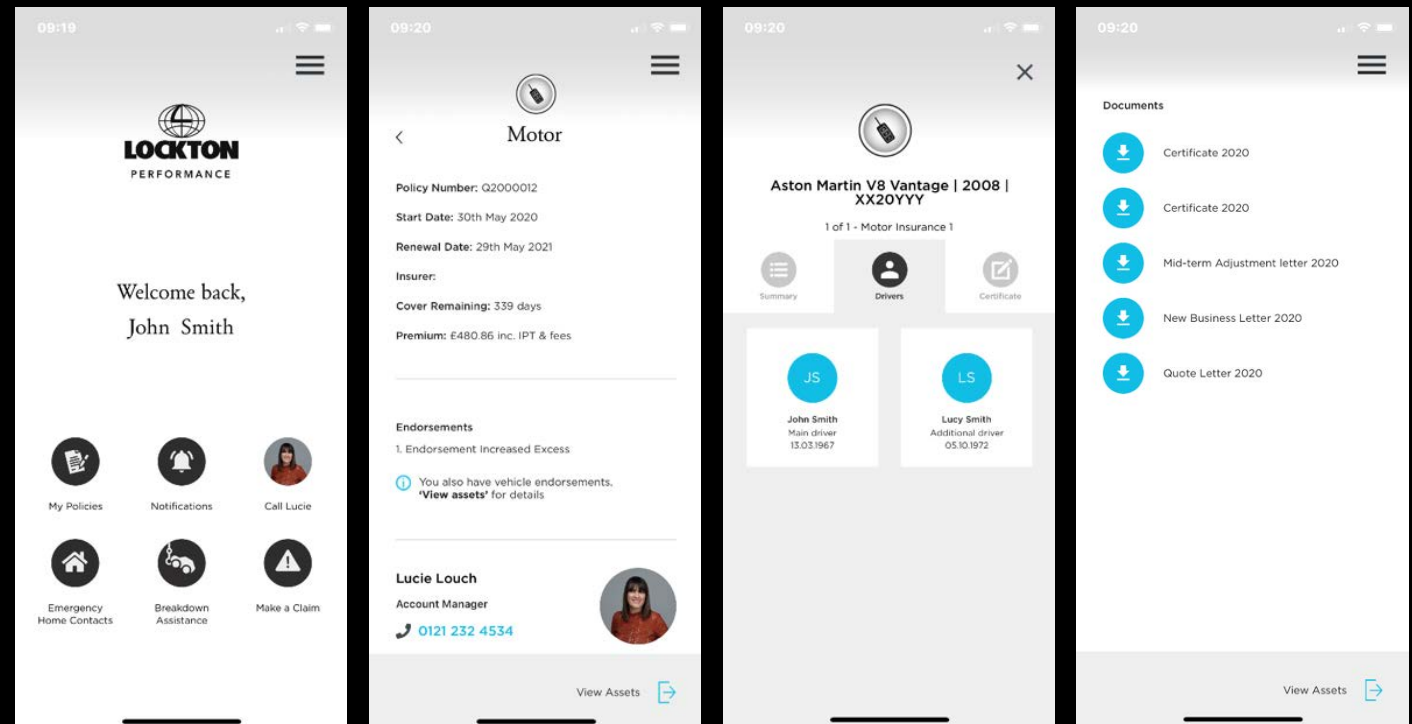
The Lockton Performance iOS app and portal enables clients to have access to all of their policies 24/7

What the app includes:

- Easy access to your motor insurance documents and policies including:
- Policy summary including excess, valuation & cover
- Named drivers
- Certificate of cover
- Contact details
- Breakdown cover and assistance details
- Option for custom notifications
- Ability to contact your client manager directly

Download the app today

<https://apps.apple.com/us/app/lockton-performance/id1458000591>





UNCOMMONLY INDEPENDENT

Lockton Private Clients is a trading style of Lockton Companies LLP authorised and regulated by the Financial Conduct Authority.