

## Important Information about changes to the Motor Insurance Database

We are writing to let you know that the Motor Insurance Database (MID), the portal which is used to view and update motor insurance vehicles directly is going through a second phase of changes.

There are two phases of upgrades. The first phase has already been completed, which has improved functionality of the MID for users.

### What is happening in Phase Two?

Phase Two release date has been confirmed for early December.


Let's look at some of the changes in Phase Two:

#### Password reset

- You will be able to reset your own password or passphrase by clicking on the appropriate link on the login screen, meaning you will no longer have to contact the NIG MID Help desk. *(The exception to this is if a password is entered incorrectly on more than 2 occasions, your account will be locked. To unlock your account you will need to contact the NIG MID Help desk.)*
- Once a request has been received to unlock your account, a validation code will be emailed to you.

#### Vehicle status display

- The new display will allow you to identify the status of vehicles on a policy confirming if the vehicle is on, off or due on cover:



The screenshot displays the mib MIDportal interface. At the top, it shows the user's name 'MIC TEST INSURER 508' and a 'DA ID'. The main content area displays policy details for 'Policy No. MIDPOUM2POL003B', which is currently active. The policy start date is 24/03/2016 and the end date is 23/03/2017. Below this, the policyholder's name is 'LUNA MARKS LTD.' and their address is 'MU POL ADDRESS 1, TEST ADDY 2, TEST TOWN, TEST COUNTY, MK14 6XT'. A table below lists the vehicles covered by the policy, with columns for VRN, On Date, Off Date, Type, Make, Model, CC, and Cover Status. The table shows several vehicles, including an Alfa Romeo and a Renault Megane GT Line, all with a 'PREV ON' status. The interface also includes a search bar for vehicle registration numbers and a footer with various legal notices.

VRN	On Date	Off Date	Type	Make	Model	CC	Cover Status
BE	31.05.2016	23.03.2017		ALFA ROMEO		00000	ON
KL8QWR	31.05.2016	31.05.2016				00000	PREV ON
MPU003A	24.03.2016	24.04.2016		RENAULT	MEGANE GT LINE	01995	PREV ON
MPU003A	24.03.2016	24.04.2016		RENAULT	MEGANE GT LINE	01995	PREV ON
MPU003B	26.03.2016	20.04.2016		LOTUS	ESPRIT S2	01973	PREV ON
MPU003C	01.04.2016	01.05.2016		SEAT	LEON CUPRA FR T	01968	PREV ON
MPU003C	01.04.2016	05.05.2016	CAR	SEAT1	LEON CUPRA FR1	01968	PREV ON

## **Deletion of Access**

If you do not access the Motor Insurance Database within a 180 day period, your user details will be deleted. As a result you will no longer be able to log into the database with your existing user details to add to or amend your vehicle list.

To ensure your user details are not deleted please access ensure you access the MID within the 180 day period.

Should your access be deleted, you will need to contact the NIG MID Helpdesk for new details.

## **Noticeboard**

- The new noticeboard in MID will share important news and information about any changes to MID services.

## **What do I need to do?**

These changes will impact all MID update users. Please share this email with all NIG policyholders for awareness of the upcoming changes.

If you are still experiencing problems logging on to the Motor Insurance Database, please email the **NIG MID Helpdesk** [midhelpdesk@nig-uk.com](mailto:midhelpdesk@nig-uk.com) or call us on **0345 609 0689**. Lines are open from 9:00 am until 5:00 pm Monday to Friday excluding Public and Bank Holidays.