



## CUSTOMER WORKFLOW PROCESS

### RENEWING YOUR MOTOR POLICY ONLINE

To renew your motor insurance policy online have your policy number and TRN available.

- Visit [www.jngionline.com](http://www.jngionline.com) and click on our “Renew Now” tab
- If you have already set up an account, proceed to login. If not select ‘sign up’ and fill in the required fields to locate your account. Once your policy has been located there will be a prompt to create a password. After the password is successfully created, please proceed to login.
- When logged in select ‘view policies/renew policy’.
- Select ‘Renewals’ tab and select policy to be renewed.
- Review your policy and vehicle information then select ‘Renew Policy’
- Select your payment option
- Enter your credit card information
- Agree to terms and conditions
- Select ‘Make Purchase’

Once your payment is successful you are covered!

You will receive an order confirmation email with a copy of your electronic cover note/certificate of Insurance as well as request for any outstanding documents.

### HOW TO GET A QUOTE ONLINE

To get a quote have your driver’s license and vehicle details readily available.

- Visit [www.jngionline.com](http://www.jngionline.com) and select the relevant product listed under the “Quote & Buy” tab
- Fill out the required fields about yourself and the vehicle.
- Once you have entered all the required information select ‘Get a Quote’
- Your quote(s) will be displayed along with the benefits you will receive. (If you only received a quote number, please contact us for further assistance)

A copy of your quote (s) will be sent to the email address provided.

You will also receive an email with a link to activate your account. Once activated, you may log into your account to view or purchase your quote at a later date.



## PURCHASING YOUR INSURANCE ONLINE

To purchase your insurance policy online have your CC Rating, Engine and Chassis number and 2 references available.

- On the Quote page select the quote you wish to purchase by clicking 'Buy Me', then click on 'Buy Selected Quote'
- Fill out the required fields, once completed select 'save and continue'
- Once the relevant information has been entered the payment page will be displayed.
- Select your payment option
- Enter your credit card details
- Agree to terms and conditions
- Select 'Make Purchase'

Once your payment is successful you are covered!

You will receive an order confirmation email with a copy of your electronic cover note as well as the Proposal Form

## SETTING UP YOUR ONLINE ACCOUNT

Setting up your online account allows you to log in at any time to buy your selected quote, pay your premium balance, and contact us via email.

- Visit [www.jngionline.com](http://www.jngionline.com) and scroll down to the end of the homepage and select 'Set up Account'
- Complete the required fields to locate your account, then follow the instructions to create your password.
- Log into your account

## PAYING AN OUTSTANDING BALANCE

- Visit [www.jngionline.com](http://www.jngionline.com) and click 'log in' at the top right of the homepage.
- Login to your account
- Select view payment/pay balance tab
- Following the instructions to pay your balance.
- Confirmation and insurance documents are then emailed to you.