

KLU Online Migration - FAQs

Introduction

As part of our continual programme of product and service development and innovation, we are replacing our existing online Quote & Bind facility (KLUA Online) with a new and improved one. The existing system has served us well, but we have listened to feedback from our broker community, and realised that in order to improve our service to you, we needed to improve or replace our system.

Below are a few Questions and Answers that should answer most queries, but we are on hand to help you every step of the way. Should you have questions, your Account Manager is the best person to help.

We hope you'll find the new system a significant improvement, and would welcome your feedback.

Q. What's happening?

A. We are replacing our existing online Quote & Bind facility (KLUA Online) with a new one. The existing KLUA Online has served us well, but we have listened to our broker community, and realised that we could offer an even better service to you.

Q. Are all of the existing product features, benefits and limits remaining the same?

A. Yes, all insurers, features, benefits and limits are remaining as per the existing KLUA Online.

Q. How much historic data is being transferred across?

A. 5 years, so since 2012

Q. How different is the new system?

A. Very! It's packed with new features, and easier ways of working.

Q. What are the key/ headline changes that will make my life easier?

A. We are introducing the following changes, which we hope you will find helpful:

- Full Per Capita Liability quote and buy with downloadable documents
- Multiple trades quoting proportionately
- Quotes provided from a panel of insurers
- Ability for Kerry London Underwriting to add manual endorsements
- Full online referral process
- Quote, referral and cover emails
- Documents available online
- Ability to process mid-term adjustments and download documents
- Ability for Kerry London Underwriting process cancellations and NTUs with premium override
- Full online renewal process with downloadable documents
- Library of historic documents for current products
- Online communication functionality between brokers and the Kerry London Underwriting team

Q. Will my login details change?

A. Your login details will remain the same, so there is nothing new to remember.

Q. What is the new system called?

A. The only thing staying the same is the name! The new system is called KLU Online.

Q. What do I do if I can't log in to the new system?

A. In the first instance, please contact your Account Manager directly, and they will assist you.

Q. Where will I log-in?

A. Please visit www.kerrylondonunderwriting.co.uk, and click on the red “Online Quotes” button.

Q. Will I get training on the new system?

A. The system has been designed and built to be intuitive throughout, so specific training is not being planned at this time. We are also publishing a detailed user guide that walks you through key functionality. If you have any questions about how to use the new system, please contact your Account Manager in the first instance.

Q. What do I do if I have any questions about the new system?

A. In the first instance, please contact your Account Manager via the telephone or email.

Q. What will happen to my old data?

A. All existing data, including quotes, policies and claims will be transferred from the existing system to the new one (KLU Online). We are migrating 5 years of data.

Q. Do I need any specific computer requirements?

A. The only system requirement is a major internet browser, such as Chrome, Internet Explorer, Edge, or Firefox, running on a desktop PC or Mac. While KLU Online should work well on smaller devices, such as smartphones, you may find it a better experience on a bigger screen.