

Use and Navigation Guidance

We hope you find our website intuitive, easy to use and navigate through. If you're having any difficulty in completing a quotation on our website, or in doing things like making a payment for your policy, changing your marketing preferences, or if you feel anything on our website is difficult to understand, we encourage you to contact us and we will be more than happy to assist you.

Below is a step-by-step guide to help you navigate our website.

Car Insurance:

1. You can access our car insurance quotation journey at <https://insurance.anpostinsurance.ie/v2/quote/motor/risk/>.
2. To get a car insurance quotation, you'll need to provide an answer or select an option for each of the questions asked at Step 1 of the journey. It's important that every question is answered or you won't be able to progress to the next Step.
3. For some questions, you will see a ? icon beside the question. If you click on this, it will provide you with more information on what the question means and/or why we are asking the question.
4. It's important that you input the information accurately and answer all questions honestly, as failure to do so could impact your insurance cover should you proceed.
5. Each of the questions asked on Step 1 relate to you, your driving history, the car you are trying to get an insurance quotation for, and any drivers you wish to include on your quotation. We have designed these questions to be as clear as possible, however, if you're having difficulty with any question, and the information in the ? icon isn't helping, you can always contact our call centre and we will talk you through the questions.
6. When you get to the bottom of the Step 1, you'll be asked to tick a box to confirm that you have read and accept the Eligibility Criteria, Privacy Policy, our Terms of Business, and Cookie Policy. You can click on each of these items to be presented with the relevant information.
7. Once you are happy that you have answered each question and you have ticked the above boxes, you can click 'Get an Indicative Price'. At this stage you might be asked to complete a Captcha image test before you can proceed - this is only to ensure you're not a robot.
8. If we aren't able to provide you with an indicative price on our website, you will be presented with a message advising you to contact our call centre at this stage. We may need to get some more information from you before we can provide with you with a quotation.

9. If we are able to provide you with an indicative price based on the details you have input, this will be displayed on Step 2.
10. On Step 2, as well as seeing your indicative price, you can switch your payment type between full pay and part pay, change your cover type between comprehensive and third party fire and theft, and if you scroll down, you can add optional extras and covers. Each of these optional extras and covers have a '?' icon to provide you with more information regarding what the optional cover is, and you can select and deselect these based on your needs. You will need to click the 'Recalculate' button at the top of the page if you're changing anything, and this will be highlighted to you.
11. At the bottom of the page, you will see a 'What's covered' section. Here you will see details of the cover provided under your policy, and if you click on any of the headings listed, these will expand to provide you with more information.
12. Once you are happy with the indicative price offered, your payment type, and your cover, you can click 'Continue' at either the top or the bottom of the page.
13. You'll then move on to Step 3 where you'll need to review your details to make sure they are correct and you will then need to answer some final questions, before we can confirm your quotation.
14. These questions relate to your driving history, insurance history, other vehicles, your car's history, your car, and driver eligibility. Each question requires a 'Yes' or 'No' answer. If you are finding any of these questions unclear or difficult to answer, you should contact our call centre to ensure an accurate answer is provided. Some questions also have the ? icon to assist you.
15. At the bottom of this Step, we will ask for your driver number, and the driver number of any named drivers on your policy. If you click 'More Information' here, you'll find useful guidance on where to locate the driver numbers on driving licences.
16. You'll then need to review your payment details and once you're happy to proceed, click 'Pay Now'. If you want to change your payment method at this point, you can select 'Back' and move back to the previous step to do this.
17. You'll then be brought to Step 4 - Payment. Before we take payment, you'll be presented with 3 tick boxes which need to be ticked before you can proceed. These require you to confirm that you've read our Terms of Business, Supplier Information, Privacy Notice, and your Statement of Fact document. You can click on each of the above to be presented with the applicable document, and it's important that you are happy with each of these before you proceed.
18. Once you're happy to proceed and have ticked the above boxes, you can click 'Complete'.
19. If you have opted to pay in full, at this point, you'll be brought to a card payment page and asked to input your card details for the full amount quoted to be debited from your card.

20. If you have opted to pay by instalments, you will be presented with your payment plan details, outlining the amount payable, including the service fee for paying by instalments, and how much your initial deposit will be as well as your 9 remaining instalments. You will also be asked to provide your IBAN at this point. This is in order to set up a direct debit for your remaining 9 instalments to be debited from your bank account.
21. Once you have input your IBAN and verified that it is correct you will be presented with your bank details, and the Terms and Conditions of the Direct Debit. You will need to tick 2 boxes to confirm that you agree to the terms and conditions of the direct debit and that you are the only person whose authorisation is required for debits from the account. Once you have ticked both of these, you can click 'Continue' and you'll be brought to a card payment page and asked to input your card details for your initial deposit payment. This initial deposit amount cannot be taken by direct debit.
22. Once you have made your payment, you will be brought to a screen confirming your cover is in place. At this stage, we will also email you with your documents, and within these documents will outline any documents we require from you, before we can issue your certificate and disc.