

# Santander Additions Online system guide

There have been some enhancements to the Santander Additions online platform. The system is designed to be faster and we have also added a new, fourth insurer to the panel for the Bedroom Plus product.

## The new platform offers:

- A quicker quote return.
- To provide more choice we've added a fourth insurer, **Royal & Sun Alliance**, to our panel for quotes on the Bedroom Plus product.
- **Simple question set** – complete just one page of details about the property and customer to be insured, hit 'Next' and you'll see your quotes straight away.
- **Clear, selectable product choices** – compare cover levels and see quotes for all available policies and choose the right one for your customer.
- **Useful tools** – easy access from the quote page to a list of direct links to the policy wording and other useful information for the quoted product.
- **Easy navigation** – the system is integrated into our broker website with intuitive tabs – one for the quote engine and one for the proposal manager where you can access saved quotes.

## Step by Step

1. Start by going to [www.abbeyforintermediaries.com](http://www.abbeyforintermediaries.com) and in the top right hand corner select 'online services log-in'. Log in to the Santander Additions system as you would normally – there have been no changes to your username or password (tick 'remember me' so you won't need to enter your details again next time).
2. You'll now find yourself on the welcome page. Select the Full quote option in the navigation bar and tick the boxes for the cover/products you'd like a quote for and then fill in a few details about the property to be insured, your customer and the appropriate Sum Insured amounts and number of years No Claims Discounts.
3. Click 'Next' and a quote will be provided! All available products will be listed to the right of the screen, along with the key cover levels and the quoted premiums. On the quote page the quote will be highlighted in a red box. To look at another product that is available, you need to click on the grey box containing the quote. For Bedroom Plus cover, the cheapest one will always be selected automatically but if your customer would prefer a different insurer, just click on the relevant logo to select it.
4. You can tailor the product for your customer by selecting your customer's preferred excess amount, Accidental Damage, Personal Belongings, Family Legal Protection and Home Assistance Plus. Once you've finished, click the recalculate button to get the new quote.
5. When your customer is happy with the cover levels and quoted premium, click 'Next'. You'll then be asked to confirm a few simple underwriting questions.
6. Click 'Next' again and enter your customer's name and contact details (you can add an additional applicant here if your customer requires joint cover).
7. The next page will ask you to enter your customer's payment details, then click 'Next' once more for the verbal/printed disclosure and the process is complete.

[Go to the quote page](#)



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## Quote page one

Start by ticking the cover/product(s) you'd like a quote for. If you're doing a Home Insurance quote, you can tick the MPPI (not available for Letting's product) too so you can offer your customer a complete quote with essential cover in times of financial uncertainty. Don't worry; if they decide they don't want MPPI, you can always go back and untick this option.

Click on the **Proposal Manager** tab to view all your saved quotes.

Hold your cursor over the information box to see some tips about entering the **Buildings Sum Insured**.

The screenshot shows the Santander Additions Quote page. At the top is the Abbey logo and a navigation bar with 'Home', 'Quote', 'Proposal Manager', and 'Administration'. Below this is a breadcrumb trail: 'Santander Additions / Get a Quote (Ref: 2556/SR1623)'. The main content area is split into two columns. The left column, titled 'Get a Quote', contains sections for 'Your Customer's cover' (with icons for Buildings, Contents, Buy to Let, and MPPI), 'The Property' (with fields for Postcode, Year of Construction, Type of Property, Number of Bedrooms, Wall Construction, Roof Construction, and Listed options), and 'MPPPI details' (with a dropdown for Type of Cover and fields for Monthly benefit, Joint Mortgage?, and Transferring cover). The right column, titled 'Proposal Manager', contains 'The Customer' (with Date of Birth, Client is buying a brand new home?, and First Time Buyer?) and 'Buildings cover' (with Buildings Sum Insured, Claim free years, Contents cover, Contents Sum Insured, and Claim Free Years). At the bottom are 'Save & Quit', 'Abort', and 'Next' buttons. Callout boxes provide instructions and tips for various parts of the form.

This section will only show up if you've ticked the box for an MPPI quote.

The monthly benefit should be the amount your customer would require each month for their mortgage repayments plus an additional 25% for Mortgage and Insurance related costs. Choose level of benefit up to a maximum of 150% of mortgage costs or £1,650, whichever is the lower, and with a maximum limit of 60% of income. For example, if their monthly mortgage repayment is £320, and they require £80 to cover costs such as Home Insurance, the total monthly benefit would be £400.

Save your quote at any time and access it again later via the Proposal Manager.

Fill in a few simple details about the property to be insured and the customer.

Click here to see your quote.

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## Quote page two

Select the preferred excess amounts (these can be different for Buildings and Contents) and add valuable extras such as Accidental Damage and Personal Belongings cover to the policy.

Here you can see the quoted premiums from each of the available underwriters. The cheapest one will always be selected automatically but if your customer would prefer a different underwriter, just click on the relevant logo to select it.

Click on the links to download everything you need to know about the policy and print the quote.

The screenshot shows the 'Get a Quote' interface. On the left, there are sections for 'Buildings Options' and 'Contents Options', each with an 'Excess' dropdown set to £100 and checkboxes for 'Full Accidental Damage' and 'Personal Belongings'. A 'Useful Tools' section lists links like 'Bedroom Plus Policy Words', 'Printable Quotation', and 'Key Product Benefits'. The main area displays a quote from Groupama for £27.20, with other options from Aviva (£29.93) and Sunam (£47.31). Below this, there are three add-on policies: 'Family Plus Legal Protection' (£2.04), 'Home Assistance Plus' (£2.81), and 'Mortgage Payment Protection Ins' (£25.69). At the bottom, the 'Insurance Premiums Tax (6%)' is £3.46, and the 'Total Premium' is £61.20. A 'Check here to confirm your demands and needs' button is also present.

The red box details a summary of the quote currently displayed.

You can add the Legal Protection and Home Assistance cover options to your customer's policy by simply ticking the boxes. For more details of what's included in these policies, click on the 'Cover benefits' links.

Here you can see the total quoted premium including the IPT and any chosen add-on policies. If you've changed the excess or added/removed any cover options, be sure to click the recalculate button – this will only show if any changes have been made to get the new premium.

If you selected MPPI cover on the first quote page, you'll see the confirmed cover options here along with the quoted premium.