

Extranet User Guide

Version 3

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Welcome to the Extranet

Why use the Extranet?

The Extranet has been developed to improve our customer service and transparency by enabling users to see the status of any quotes or orders at the touch of a button. You can also see if there are any outstanding issues (conditions) which may delay the issue of final certificates. The ability to apply online speeds up the quoting process with faster turnaround times for any documentation submitted via the Extranet.

It is advised that you review the frequently asked questions before you begin using the site for the first time as these should help with any queries you may have. If you require extra support or encounter any technical issues, simply click the help link in the top right corner and complete the form describing your issue and we will get back to you as soon as possible.

What can I do via the Extranet?

At a glance, the Extranet will enable you to:

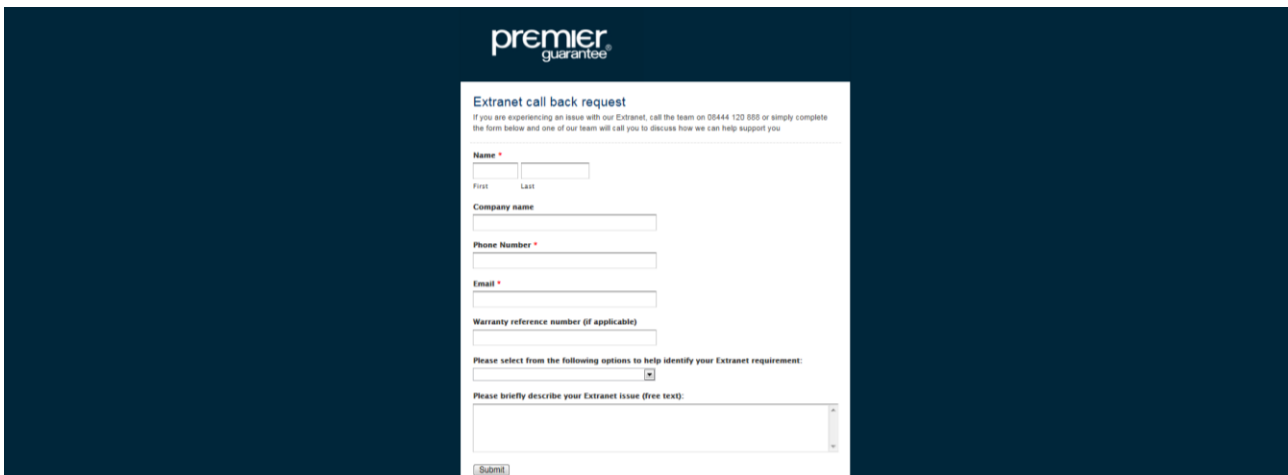
- Create a quote indication
- Convert an indication in to a formal quote application
- Complete and submit the quote application form
- View the formal quote document pdf
- View any orders you have with Premier Guarantee
- View the company and contact information we hold on you
- Upload or download relevant documentation if available
- View any outstanding conditions on a site or plot by plot basis
- Update your own contact information
- View the status of your company registration with Premier Guarantee

If you are a company administrator you will also be able to:

- Set other company administrators
- Add new employees
- Add a new office
- Activate / deactivate Extranet users from company employees registered with Premier Guarantee

Give us your feedback

If you encounter any issues or errors whilst using the Extranet, please click the Help link in the top right hand section of the Extranet and complete and submit the form to help us identify and rectify the issue. You can also download the Extranet User Guide from the home page.



The screenshot shows a web form titled "Extranet call back request" with the Premier Guarantee logo at the top. The form includes fields for Name (First and Last), Company name, Phone Number, Email, and Warranty reference number (if applicable). Below these fields is a dropdown menu labeled "Please select from the following options to help identify your Extranet requirement:" and a text area labeled "Please briefly describe your Extranet issue (free text):". A "Submit" button is located at the bottom of the form.

Getting Started

How to access the Extranet

Use the link on www.premierguarantee.co.uk home page or go to <https://extranet.premierguarantee.co.uk>



Please ensure the internet browser you are using is Internet Explorer Version 9 (IE9) or above, Chrome, Firefox or Safari. You will also need to ensure that any pop ups are enabled.

To access the Extranet you will need to set up your login and password by clicking the link in the email which will be sent to you. Your password must contain a minimum of 8 characters and at least one digit, one lowercase letter, one uppercase letter and a special symbol from one of the following characters only (@#\$%!*). You can change your password any time via My Account, Change Password link or the Forgot Password link. Please note that this email link expires after 24 hours so if you experience any issues, please email extranet@premierguarantee.co.uk

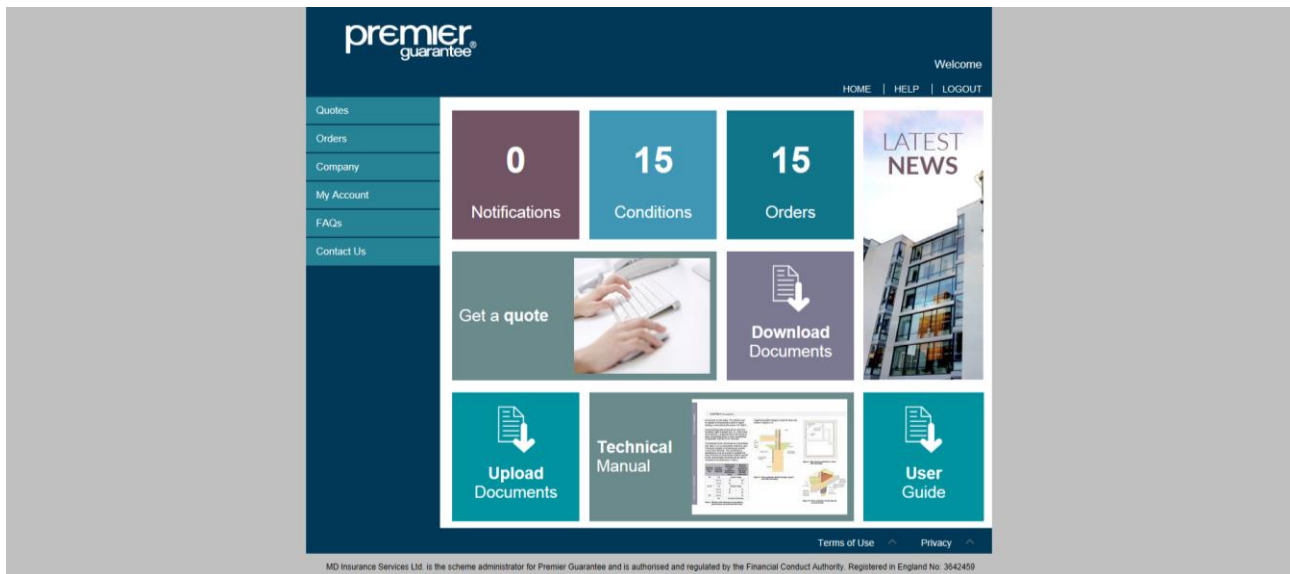
You will only be able to view quotes and orders where you are the Premier Guarantee customer e.g. requesting and paying for the quote. Third parties such as contractors, social housing associations will not currently have access to the Extranet unless you wish to add them as a company employee. For more information, please email extranet@premierguarantee.co.uk

A screenshot of the Premier Guarantee Extranet login page. The page features the Premier Guarantee logo at the top. Below the logo is a 'Log in' section with a horizontal line. Underneath the line are two input fields: 'Email' and 'Password'. Below the 'Password' field is a 'Remember me?' checkbox. A dark blue 'Log in' button is positioned below the checkbox. At the bottom of the login section is a dark blue button labeled 'Forgot your password'. The footer of the page contains the text '2016 © Premier Guarantee'.

Finding your way around

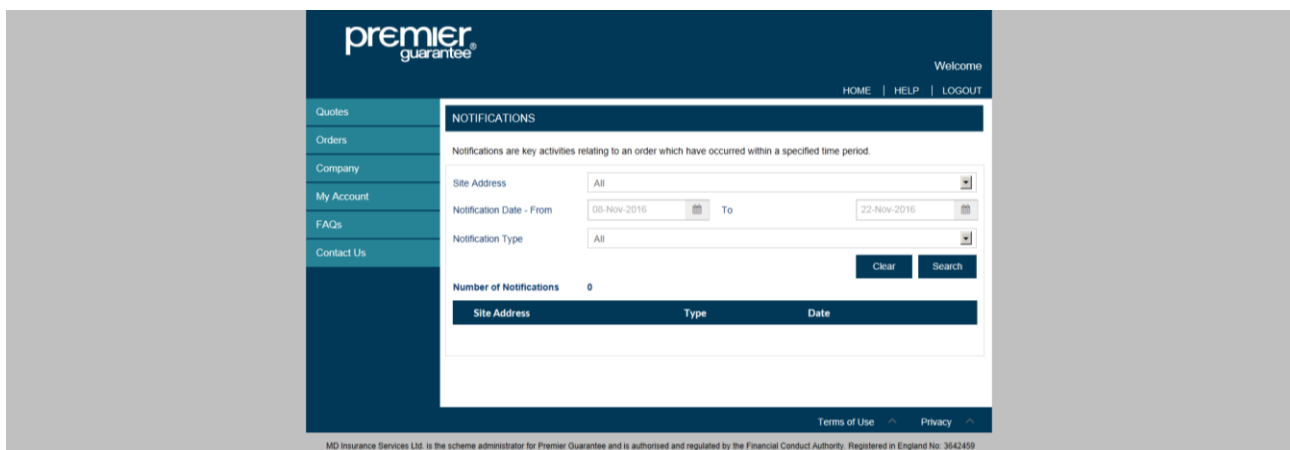
The Home Page

The home page gives you quick access to all the main areas of the Extranet. You can get back to this page by clicking the Home button on the top right of the main screen or the Premier guarantee logo.



Notifications Quick Link

The Notifications section shows key activities occurring on a site e.g. issue of a certificate, endorsement etc. within the last 2 weeks. Please note that you can manually change the date.



Conditions Quick Link

The Conditions section shows you any conditions that need to be completed at a site level.

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Welcome

HOME | HELP | LOGOUT

Quotes

Orders

My Account

FAQs

Contact Us

CONDITIONS SUMMARY FOR ORDERS

An explanation is required of action undertaken in order to close off a Condition. You can upload and submit documentation to support this if required. Please be aware that only conditions created after 01-Feb-2011 are available.

Select a Site: All

Select a Plot: All

Due Date - From: 01-Feb-2011 To: 10-Nov-2017

Search Clear

Number of Conditions: 6

Site Address	Description	Status
Land at	Plot addresses required on site	Open Respond

To close off a condition, simply click the Respond link next to the Condition.

Conditions				
Condition Detail	Type	Due Date	Status	
Plot addresses required on site	Administrative	19-May-2016	Open	Respond
Cover in respect of sections 3.5 of the policy being subject to an Approved Inspector carrying out Building Control on site.	Administrative	27-May-2016	Open	Respond

You will be prompted to provide a note of what action has been undertaken to support the closure of the condition and be able to upload any supporting information as required. Please note that this does not automatically close off the condition. The information submitted to Premier Guarantee will be reviewed by the relevant team and closed within 24 hours, providing the information satisfies the requirements. You will be notified if we are unable to close off the condition and reasons provided.

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Welcome

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RESPOND TO CONDITION

An explanation is required of action undertaken in order to close off a Condition. You can upload and submit documentation to support this if required.

Date: 17-Oct-2016 Response: all plot addresses are 1-5

Response to Condition

File Name

Please note: There is a 20MB size restriction on uploads.

Upload

Site Address	Description	Status
Land at	Plot addresses required on site	Open Respond

Quotes

This section allows you to complete the following:

- Produce, save and amend an instant non-binding indication for your site
- Convert an indication into an on-line quote application for submission
- Complete and save part-complete quote application form for submission
- View a live quote by clicking the icon next to the quote

The screenshot shows the Premier Guarantee website interface. The left sidebar contains navigation links: Quotes, Orders, Company, My Account, FAQs, and Contact Us. The main content area is titled 'NOTIFICATIONS' and includes a search filter with fields for Site Address, Notification Date (From/To), and Notification Type. Below the search fields, it shows 'Number of Notifications: 0' and a table with columns for Site Address, Type, and Date. The footer contains links for Terms of Use and Privacy.

Please note that once submitted to Premier Guarantee, your quote application will be formally underwritten and emailed to you within 3 working days provided all the information provided is correct. You will be contacted directly if further information is required.

The View Quote Summary link enables you to view any quotations submitted for underwriting and these will be shown under Processing. Quotes which have been issued and not yet accepted will be shown as Live. Any live quotes which are older than 90 days will be shown under Expired.

The screenshot shows the Premier Guarantee website interface with the 'QUOTES' section selected. The left sidebar is the same as in the previous screenshot. The main content area is titled 'QUOTES' and includes a 'QUOTES BEING PROCESSED' section with a table of quote details. Below this is a 'LIVE QUOTES' section with a table of live quote details and a 'View Quote Document' link. At the bottom is an 'EXPIRED QUOTES' section. The footer contains links for Terms of Use and Privacy.

Quote ID	Quote Details
PR-PG000751919/00	1 Tom Test home Tom Street 1 tom Street Liverpool L13 2BH
PR-PG000751920/00	321 Tom D Home Tom D Street 123 Tom D Street Tom D Town L13 2BH
PR-PG000751940/00	6 Test 123gy 544m Khv L13 2bh
PR-PG000751943/00	999 All Warranty Test WTest Road This is a Test Testicly L13 2BH
PR-PG000751944/00	ghighh hgi jghj ghigf hghj L13 rly
PR-PG000751945/00	123 conv test conv test conv test conv test L13 1df

Quote ID	Quote Details
PR-PG000751946/00	123 admin test admin test admin test adin test L13 2bh

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Welcome

HOME | HELP | LOGOUT

SITEPAGE 1 OF 6 ?

SITE ADDRESS

Building / House name

House number

Street name

This field is required.

This field is required.

This field is required.

Address line

Town / City

This field is required.

Postcode

Country

UNITED KINGDOM

Has the site been / Is it currently in administration?

☐ Yes ☒ No

This field is required.

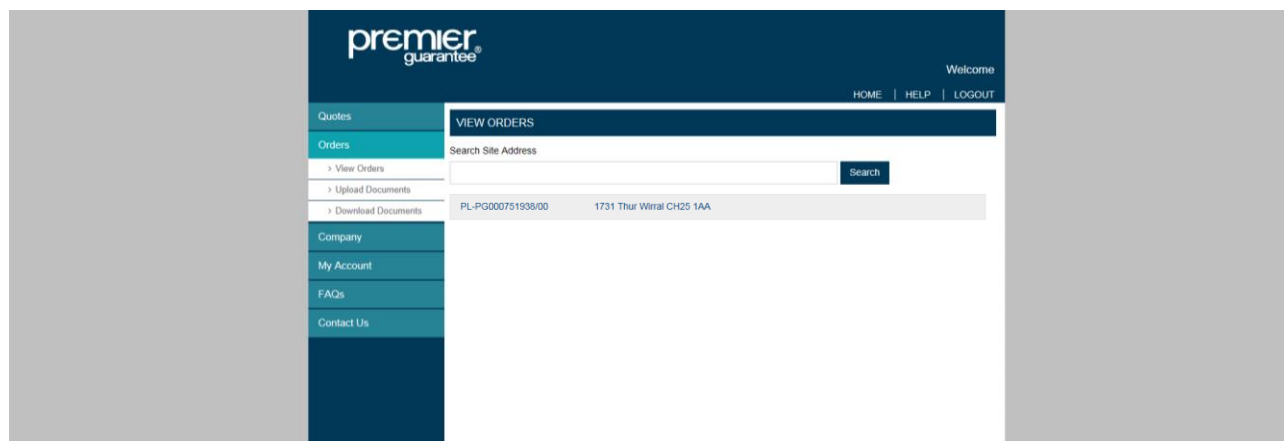
NATURE OF DEVELOPMENT

☐ Commercial

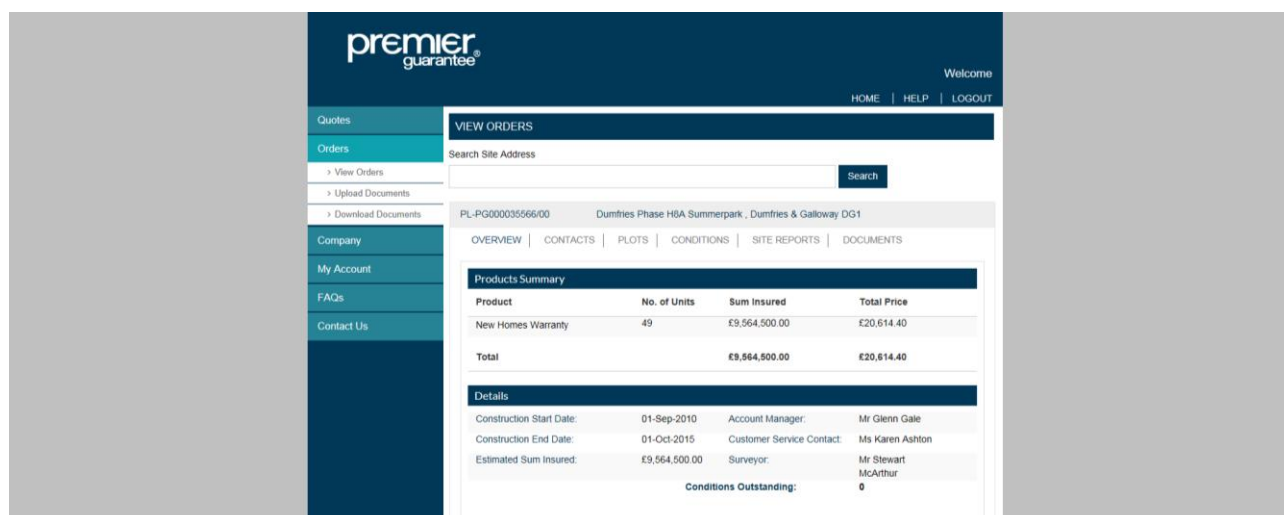
☐ Completed Properties

Orders / Orders Quick Link

This section allows you to view any formal orders / sites you have registered with Premier Guarantee.



The information is displayed under a number of subheadings to enable you to quickly find what you require.



Overview: Provides a product summary of your order including number of units, sums insured and total cost.

Contacts: This shows all contacts and contact information linked to the site order for both your company and Premier Guarantee. These cannot be updated via the Extranet as may affect the issuing of insurance documentation. Please email any contact change requests to customerservices@premierguarantee.co.uk

Plots: Allows you to search and view information relating to individual plots relating to the site. Click view to see the individual plot information available. To make any changes to this please email customerservices@premierguarantee.co.uk

Conditions: Shows you all or allows you to filter outstanding conditions linked to a site. These can be administrative, technical or financial. To close of a condition, simply click the Respond link next to the Condition.

Site Reports: Allows you to view or search for any site reports related to the site or a particular plot.

Documents: You can open any documentation relating to your site or a plot that we have issued by clicking the view button next to the relevant document. **Please note that only documents issued after 1.9.2015 will be available.**

Upload Documents Quick Link

This enables you to upload a document against a site or a plot.

The screenshot shows the 'Upload Documents' page of the Premier Guarantee portal. The page has a dark blue header with the 'premier guarantee' logo and a 'Welcome' message. A navigation menu on the left includes 'Quotes', 'Orders' (with sub-links for 'View Orders', 'Upload Documents', and 'Download Documents'), 'My Account', 'FAQs', and 'Contact Us'. The main content area is titled 'UPLOAD DOCUMENTS' and contains a form with fields for 'Select a Site', 'Title', 'Set Default Document Type', and a 'Select Files' button. Below the form, there is a 'Please note' section stating a 20MB size restriction and that documents are processed in order of receipt. At the bottom, there is a table with columns 'Document Type' and 'File Name'. The footer includes 'Terms of Use' and 'Privacy' links, and a small disclaimer about MD Insurance Services Ltd.

You must select a document type from the drop down list which best reflects the nature of the document you are uploading.

We are able to accept the following document file types and please note that the file size limit is 20Mb for any 1 document or bundle of documents:

1. MS Office File types –
 - a. Word (.Doc / .DocX)
 - b. Excel (.Xls / .Xlsx / .CSV)
 - c. Outlook (.Msg)
 - d. Powerpoint (.ppt / .pptx)
2. Adobe (.pdf)
3. Image files (.JPEG / .PNG)
4. AutoCad (.DWG)

Download Documents Quick Link

This allows you to quickly search for a particular document relating to a site or plot using the search function and whether the document was sent or received by your company. The document type section enables you to select the document type that you wish to download e.g. Policy document.

The screenshot shows the 'Download Documents' page of the Premier Guarantee portal. The page has a dark blue header with the 'premier guarantee' logo and a 'Welcome' message. A navigation menu on the left is identical to the 'Upload Documents' page. The main content area is titled 'DOWNLOAD DOCUMENTS' and includes a warning: 'Please be aware that only documents issued / received after 01-Jan-2016 are available.' The form contains fields for 'Select a Site', 'Select a Plot', 'Date Sent / Received - From' and 'To' (with calendar icons), and a 'Document Type' dropdown menu. There are 'Clear' and 'Search' buttons at the bottom of the form. The footer includes 'Terms of Use' and 'Privacy' links, and the same disclaimer about MD Insurance Services Ltd.

Company

Registration

This section shows your latest company registration / renewal information and the company details we hold on you.

The screenshot shows the Premier Guarantee website interface. The left sidebar contains navigation links: Quotes, Orders, Company, > Registration, > Company Details, > Reports, > Report Administration, My Account, FAQs, and Contact Us. The main content area is titled 'REGISTRATIONS' and includes sub-sections for RENEWALS and ORDERS. Under the ORDERS section, a specific registration is displayed with the ID 'PL-PG-REG000204595/09'. Below this, there are tabs for OVERVIEW, CONDITIONS, and DOCUMENTS. The 'Details' tab is active, showing a table with registration information.

Start Date	01/05/2016	End Date	30/04/2017
Registration Version			
Version 1	Registered	Registered	
Version 2	Not Applicable	Not Applicable	
Version 3	Not Applicable	Not Applicable	

At the bottom of the page, there is a footer with the text: 'MD Insurance Services Ltd. is the scheme administrator for Premier Guarantee and is authorised and regulated by the Financial Conduct Authority. Registered in England No. 3642459'.

Company Details

Please note that only the Company Extranet Administrator is able to add new offices or employees. The Extranet Administrator is marked with a spanner icon. See Extranet Administrator section for more details. If any of your company or employee information is incorrect or needs deleting, please email customerservices@premierguarantee.co.uk

The screenshot shows the Premier Guarantee website interface with the 'COMPANY DETAILS' section active. The left sidebar is the same as in the previous screenshot. The main content area displays a table with company and employee information.

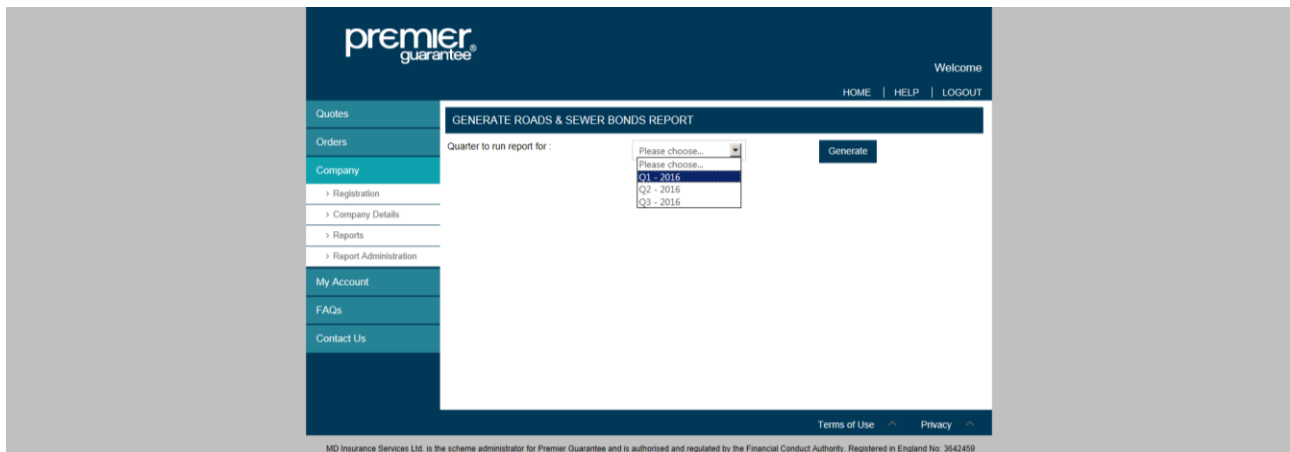
Name	Type	Email Address	Telephone	Mobile
Test Company	Company			
Test office	Office	test_email.co.uk	08444 - 120888	
✚ Joe Bloggs	Employee	test_email.co.uk	08444 - 120888	

At the bottom of the page, there is a footer with the text: 'MD Insurance Services Ltd. is the scheme administrator for Premier Guarantee and is authorised and regulated by the Financial Conduct Authority. Registered in England No. 3642459'.

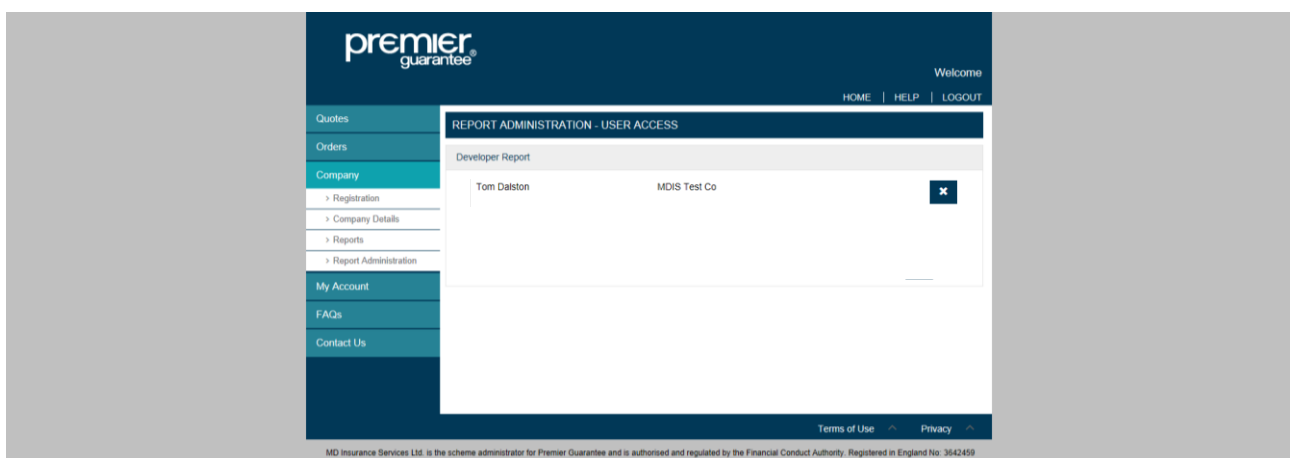
Reports

Any reports available to your company (e.g. if you have any Road and Sewer bonds) can be downloaded here. Simply choose the relevant quarterly reporting period and click generate. You will see the following notification and your report will be sent to your email address:

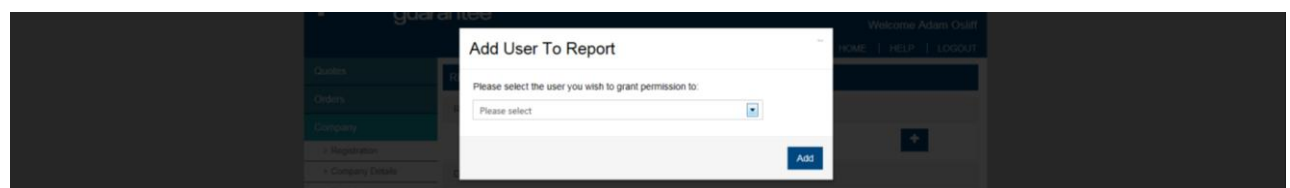
Your report request has been submitted and will emailed to you shortly. If you have not received the report after 5 minutes please generate it again.



The Extranet Administrator will also be able to view an additional tab called 'Report Administration'. This enables the Extranet Administrator to set which employees are able to request any reports.



To set user access, simply select the report required and click the '+' button. This will open up a new window and you can select the relevant name from the drop down list.



My Account

This section displays the information we hold on the Extranet User and enables to user to change their password. This can be updated on the Company Details tab.

The screenshot shows the 'My Account' section of the Premier Guarantee website. The left sidebar contains links: Quotes, Orders, My Account (selected), > My Details, > Change Password, FAQs, and Contact Us. The main content area is titled 'CONTACT DETAILS' and contains the following information:

CONTACT DETAILS	
Title	Dr
First Name	Tom
Last Name	Extranet-Test
Telephone	
Type	Phone Number
Work telephone	0151-6504343
Address	
Type	Address
Work	testdocuments@mdinsurance.co.uk

At the bottom of the page, there are links for 'Terms of Use' and 'Privacy', and a footer note: 'MD Insurance Services Ltd. is the scheme administrator for Premier Guarantee and is authorised and regulated by the Financial Conduct Authority. Registered in England No. 3642459'.

The screenshot shows the 'My Account' section of the Premier Guarantee website, specifically the 'CHANGE PASSWORD' form. The left sidebar is the same as the previous screenshot. The main content area is titled 'CHANGE PASSWORD' and includes the following text: 'Your password must contain a minimum of 8 characters and at least one digit, one lowercase letter, one uppercase letter and a special symbol from one of the following characters (@#\$%&*)'.

Below the text are two input fields: 'New Password *' and 'Confirm Password *'. A 'Submit' button is located to the right of the 'Confirm Password' field.

At the bottom of the page, there are links for 'Terms of Use' and 'Privacy', and a footer note: 'MD Insurance Services Ltd. is the scheme administrator for Premier Guarantee and is authorised and regulated by the Financial Conduct Authority. Registered in England No. 3642459'.

Technical Manual

This quick link gives you access to the on-line version of the Premier guarantee Technical manual. If you are unsure which version applies to a particular site, please refer to your certificate of insurance. If this has not yet been issued, please speak to our customer services team who will be able to help.

The screenshot shows the 'Premier Guarantee Technical Manual' page. The header features the Premier Guarantee logo and navigation links: ABOUT US, BLOG, RESOURCES, EXTRANET, NHR, and a search icon. Below the header is a navigation bar with links: BUILDERS AND DEVELOPERS, HOUSING ASSOCIATIONS, BROKERS, ARCHITECTS AND CONSULTANTS, HOMEOWNERS, EXCELLENCE AWARDS, and CONTACT US.

The main content area has a breadcrumb trail: Home / Technical Manual. The title 'PREMIER GUARANTEE TECHNICAL MANUAL' is followed by a paragraph: 'The Premier Guarantee Technical Manual is accredited by both Royal Institute of British Architects (RIBA) and Chartered Institute of Architectural Technologists (CIAT). The manual has been produced to assist all parties involved in constructing buildings and dwellings in meeting the correct technical requirements.'

Below this is another paragraph: 'At Premier Guarantee, we pride ourselves in offering flexible solutions to meet warranty requirements, and although there is substantial guidance within the manual, flexibility can still be maintained.'

Then, a line of text: 'Please select the version of the Technical Manual that applies to you:'.

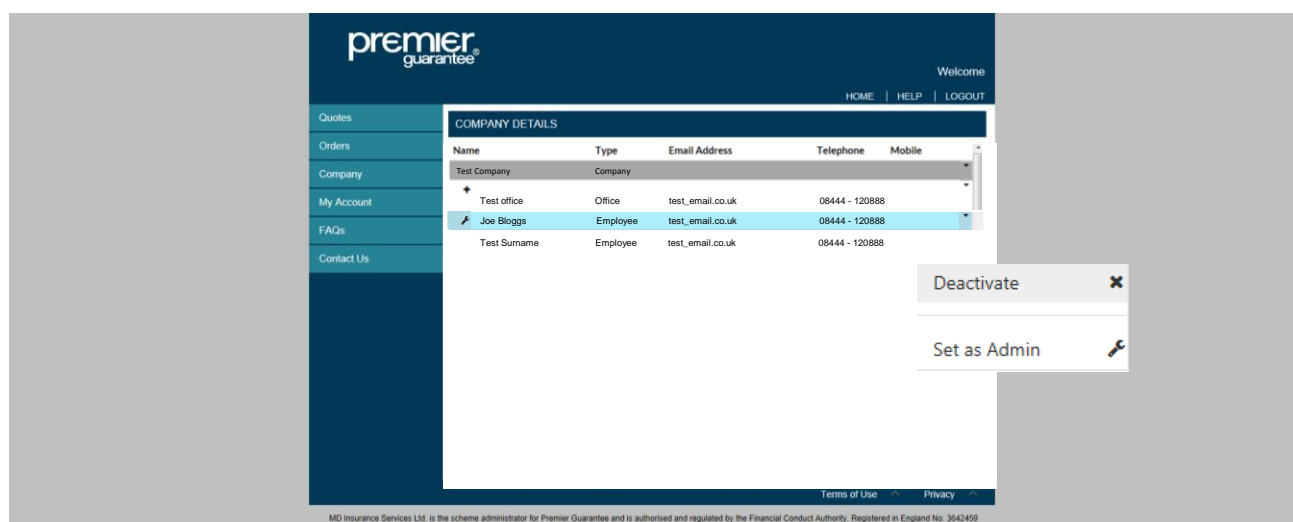
Finally, there are three links: 'Technical Manual Version 9', 'Technical Manual Version 10', and 'Technical Manual Version 11 – Latest Version'.

Extranet Company Administrators

Extranet Company Administrators have additional user permissions to enable the following actions:

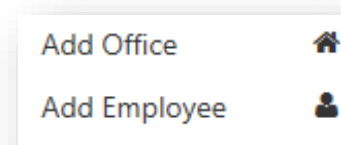
- Set up a new office or new company employee
- Approve / remove Extranet access for an employee
- Provide reporting access for Extranet users
- Set up additional Extranet Administrators

This can all be done via the Company link. Company Extranet Administrators click the arrow at the end of the company or employee row and select from the drop down options which include 'Sign up for Extranet' and 'Deactivate' and 'Set as Admin'. The spanner icon indicates who is selected as the Company Extranet Administrator. Detailed instructions are available in the FAQs section. **If any of your company or employee information is incorrect or needs deleting, please email customerservices@premierguarantee.co.uk**

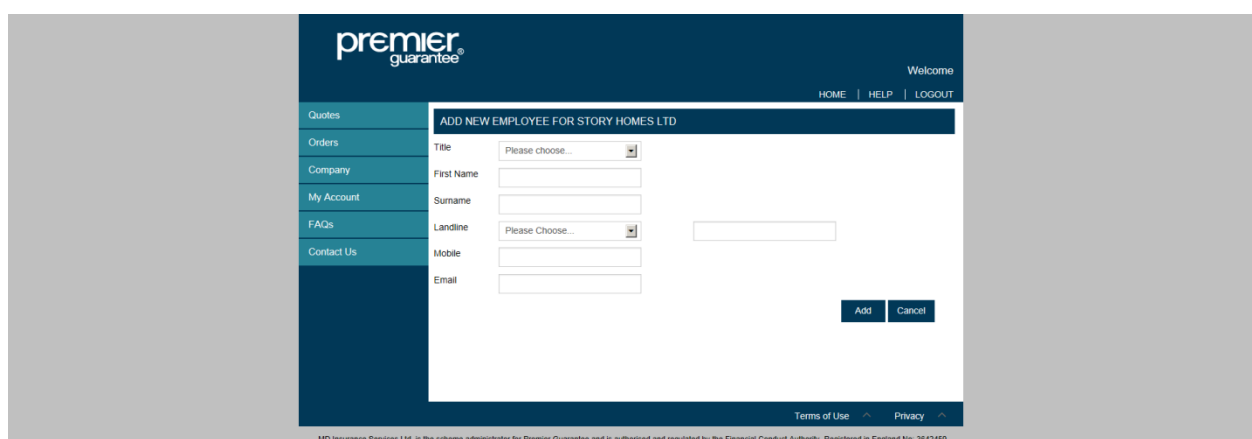


Adding a New Company or Employee

To add a new Company, click the arrow at the end of the Company row which will be in grey at the top of the page. An option box will appear and you need to select Add Office.



To add an employee, select the arrow at the end of the office row which will open up a new screen to input the new employee details.



Frequently Asked Questions

General Questions about using the Extranet for the first time

I have forgotten my password

If you have forgotten your password simply go on to the Extranet login page and click the Forgotten your password link. You will be prompted to type in your email address and press submit. This will generate an email to your in-box. If you have not received this email within 24 hours, please ensure you check your spam filters.

Can I change my password?

Yes you are able to update your password and personal details within the Extranet by selecting the My Account link and Change Password option where you will be prompted to type in your new password.

How do I find out who my company Extranet Administrator is?

To find out whom your company Extranet Administrator is, select the Company link then Company Details. The contact which has a spanner icon next to it is your Extranet Administrator. Alternatively, contact us for details.

How does an Extranet Administrator set up a new employee or office?

To set up a new company employee, select the Company link then Company Details. Click the arrow at the end of the company information and select Create Office or Create Employee. Complete the information required and click Add.

Can I set up more than one Extranet Administrator?

Yes, if an employee is registered on our system then they can be added as an Extranet Administrator. Only a current Extranet Administrator has permission to do this.

How to remove a company employee?

You are unable to manually remove / delete an employee from the Extranet. To do this, please call 0151 650 4343. Alternatively email customerservices@premierguarantee.co.uk

The site is not working on phone, iPad / desktop etc.

If you are unable to access the Extranet, please ensure the internet browser you are using is Internet Explorer version 9 (IE9) or above, Chrome, Firefox or Safari. You will also need to ensure that any pop ups are enabled. If you are still experiencing issues, please email extranet@premierguarantee.co.uk or call 0151 650 4343 and select the Extranet option.

My company details are incorrect

You are unable to manually remove / delete company details via the Extranet. To do this, please call 0151 650 4343. Alternatively email customerservices@premierguarantee.co.uk

What does the Notifications page show?

The Notifications page will show key activities occurring on a site e.g. issue of a certificate, endorsement etc. within the last 2 weeks.

What does the Conditions page show?

The Conditions page will show you any conditions that need to be completed at a site level.

Indication / Quotation Related Questions

I need help in understanding what the indication/quotation fields mean

Each field has notes to explain the information required. For further explanation, please call 0151 650 4343 and select the Extranet option, followed by the Pre-Quote option and the team will be able to talk you through. Alternatively email extranet@premierguarantee.co.uk

Can I view or convert indications on the Extranet?

Yes. You are able to view any indications that you have created via the Extranet that have not been converted to a quote. To view your indications, simply select My Quote and then View indications. Indications can be converted in to a formal quotation by selecting the Convert to Quote button. This opens up the Create Quote wizard which requires you to complete the additional information required for a formal quotation before submitting.

Can I save or change the information on the quotation request form?

You are able to save or change the information within the quotation application form once the mandatory questions in section 1 have been completed. Following this, you can press the Save button at any point (and return to that same point) before submitting to Premier Guarantee. Once saved, you are able to view and edit the form as required.

If you wish to amend a quotation, the information will remain pre-populated for you to review before submission for a new indication or quotation.

For further explanation, please call 0151 650 4343 and select the Extranet option, followed by the Pre-Quote option and the team will be able to talk you through. Alternatively email extranet@premierguarantee.co.uk

I am having problems saving my quotation request form?

You are able to save a quotation request at any point once the mandatory questions in section 1 have been completed. Simply click the save button at the bottom of the form.

I am having technical difficulties in completing the indication/quotation request form?

For technical difficulties, please call 0151 650 4343 and select the Extranet option. Alternatively email extranet@premierguarantee.co.uk

I need to discuss the indication/quotation provided.

For any queries related to indications or quotations please call 0151 650 4343.

Can I accept a quotation via the Extranet?

No. You will need to sign and return the quote acceptance to us. This can be uploaded via the Extranet.

How can I respond to Quote Conditions via the Extranet?

The Extranet enables you to view and / or respond to one / many open conditions associated with a particular quote. In order to do this, click on the My Quote link. Select View Quotes. Click on Conditions. This will then display a list of all open conditions associated with the quote currently selected. You are then able to update text or upload a file by clicking on the Respond button.

When will I get my Quotation?

Providing you have submitted all the information required for underwriting, your formal quotation will be available within 3 working days if we have received all the relevant information. A member of our team will contact you if further information is needed. You will be sent your formal quotation via email.

Site Related Questions (Post Order)

I have submitted a document to close a condition but the condition is still open

Any documents submitted via the Extranet will be reviewed and conditions closed within 48 hours.

I think my technical conditions are incorrect?

If any of the technical conditions shown on the Extranet are incorrect, please contact your Warranty Surveyor. Contact details for your surveyor can be found by selecting the relevant site. This can be done by selecting Sites then View Sites. Select the site in question and click on the Contacts tab. Select Warranty Surveyor from the list of contacts and this will provide all the contact information required.

I think my administration conditions are incorrect or Plot information is inaccurate?

If any of the administration conditions shown on the Extranet are incorrect, please call 0151 650 4343. Alternatively email customerservices@premierguarantee.co.uk and include your site reference number.

The financial information showing for a site is incorrect

If any site information contained within the Extranet is incorrect, please call 0151 650 4343. Alternatively email customerservices@premierguarantee.co.uk and include your site reference number.

I would like to discuss or book a site inspection

To discuss a site inspection or to book an inspection, please call your Warranty Surveyor. Contact details for your surveyor can be found by selecting the relevant site. This can be done by selecting Sites then View Sites. Select the site in question and click on the Contacts tab. Select Warranty Surveyor from the list of contacts and this will provide all the contact information required.

What information can I view about Plots?

For each site order, you are able to search and view the list of plots existing on your sites. You can search by plot name or plot address.

My site details are incorrect

If any site information contained within the Extranet is incorrect, please call 0151 650 4343. Alternatively email customerservices@premierguarantee.co.uk and include your site reference number.

I cannot find a site / documents / plots

Each section of the Extranet has a search or filter option. If any of the information that you require to view on the Extranet is missing or appears incomplete, please check that any search or filter options are cleared.

Can I view conditions against a site, plot or company?

Yes, you are able to view the details of any open conditions and respond on a particular condition by adding a comment or uploading a document. The search filter is based on site, plot, due date and condition status.

Can I view a Site Inspection?

Yes, you can review the inspections currently associated with each site. The search filter based on inspected date, surveyor and status e.g. pending or completed. For completed sites you can review the report generated for that inspection by clicking the View button.

I want to discuss site/condition/report

To discuss any information relating to an existing site, please call your Warranty Surveyor. Contact details for your surveyor can be found by selecting the relevant site. This can be done by selecting Sites then View Sites. Select the site in question and click on the Contacts tab. Select Warranty Surveyor from the list of contacts and this will provide all the contact information required.

Can I amend an order on the Extranet e.g. add a new development phase?

The 'My Sites' link enables you to view all sites that you are associated to. Should you need to make any changes to an order, please call 0151 650 4343. Alternatively email customerservices@premierguarantee.co.uk and include your site reference number.

Annual Registration Related Questions

What does annual registration mean?

The Annual Registration link displays the current registration order details and its expiry details. Towards the end of the expiration it will automatically display the renewal quotation details for the upcoming year.

The term period for the registration is one year. After completion of one year, the policy needs to be renewed. Approximately 60 days before the policy is about to expire, you will receive an alert reminding you that your registration will expire. If a registration expires without renewal, Premier Guarantee will be unable to issue any further certification on units not yet signed off.

I have other questions regarding annual registration

For any queries relating to annual registration, please call 0151 650 4343.

Uploading Documents Related Questions

How do I upload documents?

Documents can be uploaded against a site and also against specific conditions. To Upload a document, Click on the My Sites link from the menu on the left-hand side of the page. Click on 'Upload Document' menu and enter description for the uploaded documents.

Choose the file to be uploaded. Select the Site, Plot or Condition from the list being displayed (the user can upload the document for individual plot or site or condition).

Finally, click on 'Upload' button.

I cannot upload Documents

Please note that the file size limit is 20Mb for any 1 document or bundle of documents and trying to load larger documents will create an error. If you experience any issues, please email a screen shot to extranet@premierguarantee.co.uk

Have you received the documents I have submitted via the Extranet or unable to view a document on the Extranet?

Please note that it will take up to 48 hours for your documentation to be validated. You will receive an Extranet notification when this has been processed. Alternatively, please call 0151 650 4343 or email customerservices@premierguarantee.co.uk and include your site reference number.

Can I view historic orders?

Only orders placed after 1st January 2016 can be viewed on the Extranet.



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