

Octane Cancellation Process (Non Fleet)

Processing a Policy Cancellation

There are four stages to arranging cancellation of an Octane policy.

1. You submit a cancellation request to find out if there will be a refund, and if so, how much.

To do so, you first need to recall the client by selecting *Clients* and then *Recall Customer* from the menu. Once the client has been found, choose the button that says *View* underneath 'Cancel'. You are then faced with several questions to complete before this submits the cancellation request to Octane.

2. Once you have submitted the cancellation to us, Octane checks for any claims and advises any RP due.

3. You will then receive an email to the registered email address connected with the Username Log-in Account that you used to submit the cancellation to us. This email will advise you that the *Cancellation Offered* is now awaiting your response in your Tasklist. This email also warns you that unless the cancellation is accepted, the policy will remain in force.

4. When you log in to your Tasklist you will find your *Cancellation Offered*, click this to see the return premium, and either *Confirm Cancellation* or click *Back* if you are not ready to accept the cancellation. By clicking *Back* you are again warned that you are acknowledging that the cancellation has not been accepted and are happy for the cover to continue.

IF YOU CLICK 'CONFIRM CANCELLATION' QUOTED BY OCTANE, THE POLICY WILL BE CANCELLED ON THE DATE AND DATE YOU ENTERED WHEN SUBMITTING IT TO US.

IF YOU DECLINE / STORE THE RP QUOTED BY OCTANE, THE POLICY WILL NOT BE CANCELLED.

IF YOU DO NOTHING, THE POLICY WILL REMAIN IN FORCE AND THE VEHICLE WILL CONTINUE TO BE REGISTERED AS INSURED ON THE MOTOR INSURANCE DATABASE.

IF YOU NEGLECT TO ACCEPT THE CANCELLATION, THE ONLY OPTION IS TO SUBMIT ANOTHER CANCELLATION REQUEST FROM THE CURRENT DATE TO RECEIVE A NEW CANCELLATION QUOTE – YOU WILL OF COURSE BE CHARGED UP TO THE NEW DATE.