

# Chill

**Chill Insurance – Online Renewal Guide  
Car/Home/Van**

## **A. What You'll Need**

- ✓ The renewal link from your email or SMS.
- ✓ Your Date of Birth (for login).
- ✓ Card details to pay.
- ✓ If prompted: your driver number (IIDS validation).

## **B. Step By Step**

### **Open The Renewal Link**

- Click the link from your email or SMS.
- This link includes your policy number, so you don't need to enter it manually.

### **Log In With Your Date of Birth**

- Enter your Date of Birth to access your renewal

### **View your renewal offer**

- Review your renewal details (policy info, cover, price and any included options)

### **Complete IIDS (If Required)**

- If asked, enter the requested driver validation information (e.g., driver number) to proceed.

### **Choose How To Pay**

- Select either:
- Finance (monthly) or
- Full payment (annual)

### **Pay**

- Enter your card details and complete payment. You'll see an on-screen confirmation once successful.

### **How To Navigate**

- Use Back to revisit previous screens.

### **Common Issues**

- Link won't load/expired: request a new renewal link.
- Date of Birth not accepted: make sure it matches the policyholder's Date of Birth on the Policy.
- IIDS failing: double-check the driver number format; if still failing contact support.