



ROBERTSON
LOW

Part of **HOWDEN**

Robertson Low Online User guide

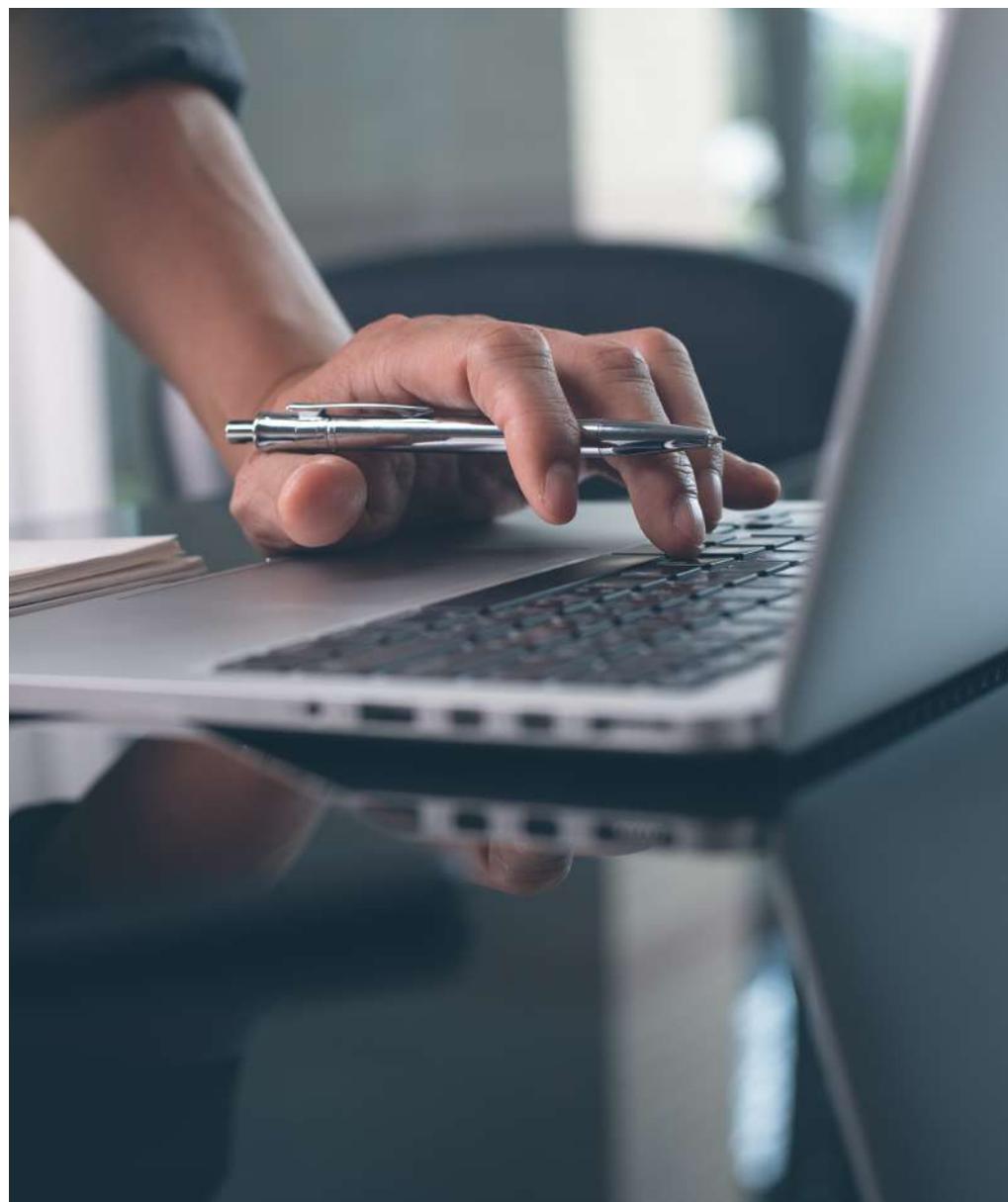
Version 1.1
March 2025

Get real-time quotes, instant binding, and immediate cover for your clients with Robertson Low Online. Here's how to get started.

Access Robertson Low Online

- To request access, email: **online@robertsonlow.com**
- The Robertson Low team will be in touch with you to set up your Broker access and will provide you with additional information about the system
- 24 - 48 hours later, you will receive an email from **Change.Ireland@HISCOX.com** notifying you that your account has been created and will provide you with further details on how to log in

Let's take you through the login process



How to log in to Robertson Low Online

Please use **Microsoft Edge** or **Google Chrome** for the optimal user experience. Some features may not be available on Internet Explorer. Clicking the link provided in the account creation confirmation email will bring you to the following screen:



Username

Password

Sign In

Forgot your password? **1**

Please use Microsoft Edge or Google Chrome for a better user experience. Some functionalities may not be available on Internet Explorer.



Forgot Password

Reset your password

Please enter the email address you are registered on and we will email you instructions for resetting your password.

email address

Submit **2**

Please note:

- Password must be at least 8 characters
- Password must contain at least 1 number
- Passwords must include at least 1 special character (!#@ etc)

1. Click the **Forgot your password?** button
2. Enter your email address as prompted and click **Submit**. Please note this must be the same email address used to register the account
3. This will generate an automatic email from **donotreply.ireland@hiscox.com** with a link where you will be able to create or reset your password. Should you lose or forget your credentials later on, these same steps will enable you to reset your password

3

Hi Broker,

You are receiving this email because you have either been set up as a new user or have requested that your username and password be sent to you.

Please find below your username information and information regarding how to create or reset your password. We do not keep password information for security reasons.

Your username is **your email address**

Click on this link to create or reset your password:

<https://robertson.hiscoxinstanda.com/Public/ResetSalespersonPassword?email=Y2xhcmUuZ2VvZ2hl2FuQGfzdG9ubGFyay5pZQ%3D%3D&resetKey=MmM3YzVkZmYtNzMy00MjczLWExMmYtOW3M2YyNGMzMzJk&userId=19694&ShowPwnedMessage=False>

Thanks,
The support team

Robertson Low Online dashboard

After resetting your password & logging in, you will arrive on the Robertson Low Online homepage.



1

Home **Get a quote** Search Sign out

Dashboard

Search

2

Quote ref. Policy no. Company name

Broker Status Allocated to

Policy start date Policy end date

Here you can:

1. Get a quote
2. Search for a quote or policy
3. Check your portfolio – the last 5 quotes/policies

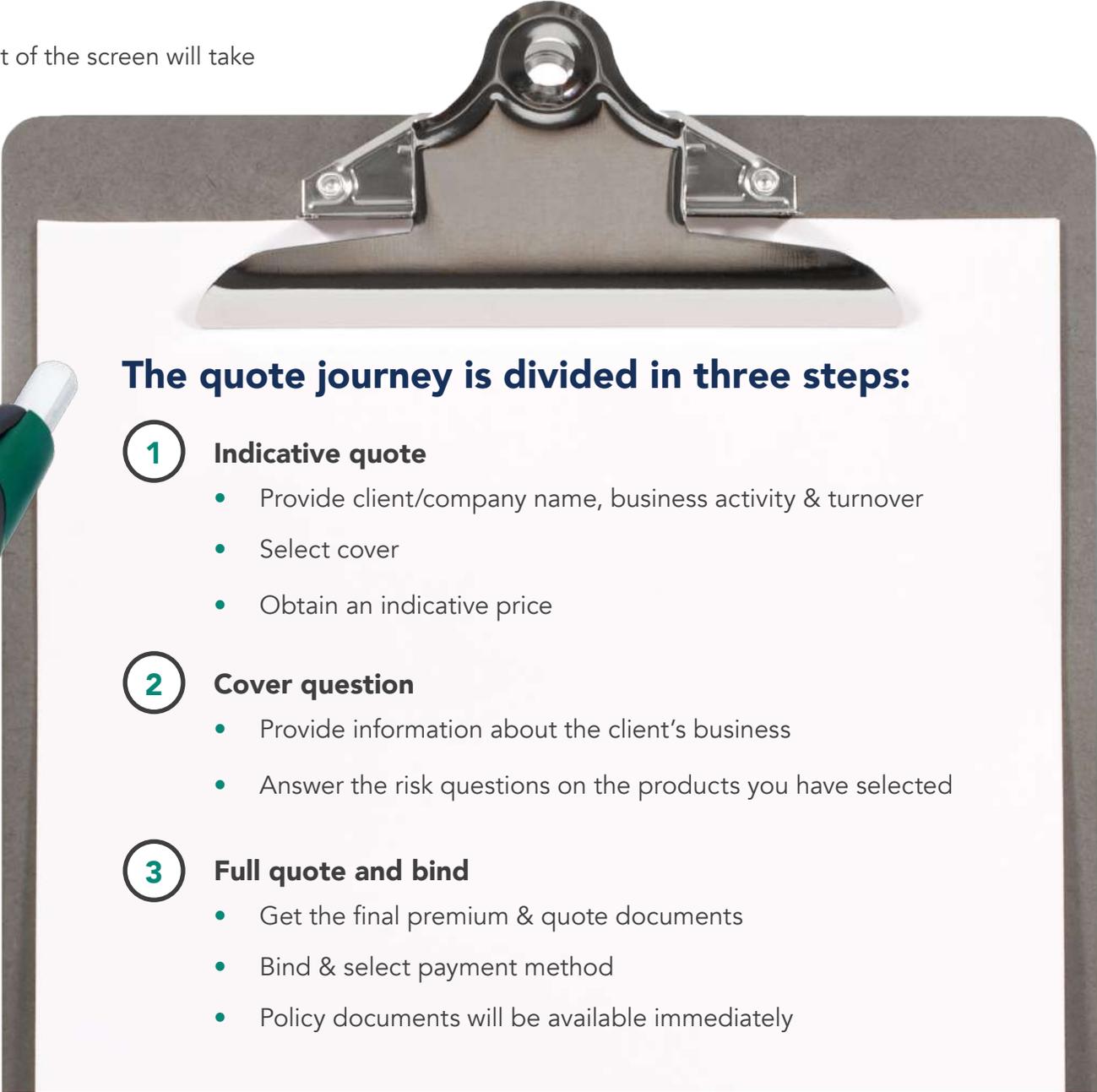
Active Quotes

3

Quote ref. ⚡	Quote date ⚡	Company name ⚡	Broker ⚡	Activity ⚡	Gross premium ⚡	Status ⚡	Allocated to ⚡	Policy effective date ⚡
RPED7B	23/07/2020	Company 4	Broker Group 1	Business and Management Consultancy	€219.45	Was Referred		23/07/2020
6EE5CV	23/07/2020	Company 3	Broker Group 1	Business and Management Consultancy		Quick Quote		
J6CXSS	23/07/2020	Client Name A	Broker Group 1	Business and Management Consultancy		Quick Quote		
MZFSFT	23/07/2020	Company 1	Broker Group 1	Business and Management Consultancy	€424.20	About to Quote		23/07/2020

Get a quote

The option **Get a quote** on the top right of the screen will take you to the quote journey.



The quote journey is divided in three steps:

- 1 Indicative quote**
 - Provide client/company name, business activity & turnover
 - Select cover
 - Obtain an indicative price
- 2 Cover question**
 - Provide information about the client's business
 - Answer the risk questions on the products you have selected
- 3 Full quote and bind**
 - Get the final premium & quote documents
 - Bind & select payment method
 - Policy documents will be available immediately

Quote

Start Your Quote

Start

Business information

1 Is your client already insured with Hiscox?

Yes

No

Company name

Company A

Activity

Business and Management Consultation

Turnover

€ 100.000



Professional Indemnity ⓘ

2

Include



Limit of indemnity

€1,300,000

Include

Include

Include

Include



Include



CyberClear ⓘ



Public and Products Liability ⓘ



Employers Liability ⓘ



Property ⓘ



Management Liability Portfolio ⓘ

4

Save & Exit

Get Indicative Quote

3

Your quote so far

Quote reference:
S2TYRP

Activity type:
Marketing Consultancy

Here you can:

1. Start populating client information
2. Select the wanted covers and include the indemnity limits
3. Proceed to get an indicative quote by clicking **Get indicative Quote**
4. Save the quote and return at a later time to complete

Indicative quote

In the last stage of the indicative quote, it's possible to review and make adjustments.

Indicative Quote

Products	Limits/ Sum insured
Professional Indemnity Limit	€1,300,000
Property Sum Insured	€0

1 Charge Limit

Please select... ▼

⚠ No indicative price available Property

2 **Your quote so far**

Quote reference:
S2TYRP

Activity type:
Business & Management Consultancy

Turnover:
€100,000.00

3 **Your indicative premium:**

Professional Indemnity: €338.00
Property: ⚠

Commission:
€92.95

Tax:
€16.90

Your total premium:
€354.90*

*price includes 5% levy

4 Back

Save & Exit Update **5** Proceed to Full Quote

Here you can:

1. Adjust the limits for each cover
2. See a summary of your quote
3. View the indicative premium. Please note that due to system error the premium shows higher than the actual when Employers Liability is selected
4. Return to the previous page of the quote journey by clicking the back button
5. Proceed to full quote by clicking the button

Please note:

- For some covers an indicative quote cannot be provided, these will be marked with an exclamation mark

Your indicative premium:

Property: ⚠

Disclaimer

Please note that the quote displayed above is an indication only. This is not a definitive quote and is subject to change. In addition, please note that the period of insurance considered is of 12 months. To finalise your quote, please click "Proceed to full quote".

Company and business information

As you progress to the second step of the quote journey, additional information about the client is required. The questions will vary according to the cover required, trade and turnover selected.

Company and business information

Policy effective date  Company name

Address
Street
 City

Postcode/EIRCode Country

Would you like additional Trade/Professions to appear on documentation? Yes No

All fields are mandatory, but we would like to highlight a couple of questions that require special attention:

1. The Eircode should be populated using a 7-character code consisting of letters and numbers
2. Please answer 'Yes' to this question, only if the Trade/profession is different to the client information provided on the 1st page of the quote form
3. For certain covers like Property, you will be able to add multiple risk addresses. Click the **Add Property** button to do so

Product Cover Selection

Professional indemnity

Please select the limit of indemnity required

Does your client hold a current professional indemnity policy? Yes No

Please confirm the retroactive date 

What is you client's largest contract in the last 3 years?

[+ Add Property](#)

Full quote

On the last step of the quote journey, you will get a final premium for the quote and generate documentation.

Quote

Start > Quick Quote > Company Details > **Quote** > Payment – Complete –

	LIMIT / SUM INSURED	PREMIUM	EXCESS	COMMISSION
CyberClear	€1,000,000.00	€1,124.76	€1,000.00	17.5%
		PREMIUM		
Commission amount		€309.31		
Tax		€56.24		
Total premium		€1,181.00		

Your quote so far

Quote reference:
KHKD26

Activity type:
Business & Management
Consultancy

Turnover:
€30,000.00

Your cover selection:

CyberClear

Commission:
€309.31

Tax:
€56.24

Your total premium:

€1,181.00*

*price includes 5% levy

Email quote ↗

Here you can:

1. Email the quote to yourself. This email includes:
 - Client quote – commission is not noted
 - Broker quote – commission is noted
 - Statement of Fact to send to your client.This confirms the information inputted and the quote is based on this
 - Policy wording
2. Save your progress and come back to this at a later stage
3. Proceed to bind cover on the policy

Bind quote

On the last step of the quote journey, you will confirm the policy start date and select payment method. Once complete the policy documents will be automatically emailed to you.

Payment

Start > Quick Quote > Company Details > Quote > **Payment >**

The screenshot shows the 'Payment' screen with three numbered callouts:

- 1**: Points to the 'Agent collection' button in the 'Payment Method' section.
- 2**: Points to the 'Yes' radio button in the confirmation section.
- 3**: Points to the 'Bind >' button in the bottom right corner.

The form contains the following elements:

- Payment Method**: Three buttons: 'Agent collection' (highlighted in red), 'Direct Debit', and 'Direct Debit - details to follow later'.
- Confirmation**: Text 'Please confirm that the policy start date is correct **Wed May 11 2022**' followed by two radio buttons: 'Yes' (selected) and 'No'.
- Navigation**: A 'Back' button on the left and 'Save' and 'Bind >' buttons on the right.

On the payment screen, you can:

1. Select from three options: **Agent Collection**, **Direct Debit** or **Direct Debit with details to follow later** (which is useful if you don't have the client bank details to hand)
2. Confirm the policy start date is correct. The system automatically chooses the date you are binding as the start date, so we advise you double check this.
3. Proceed to bind the quote by clicking the red **Bind** button. This will generate all documents linked to the policy and the SEPA mandate (if Direct Debit was selected). This last document will be pre-populated if you have provided the client's bank details

Your Robertson Low Online portfolio

Use the **Search** option in the top of the page to view quotes and policies in your portfolio.



Dashboard

Search

Quote ref. **1**

Policy no. **2**

Company name

Broker

Status **3**

Allocated to

Policy start date

Policy end date

Search

Here you can:

1. Search for quotes using Quote reference or Company name
2. Search for live or older policies using Quote reference, Policy number or Company name
3. Search by the status of your risks
4. Click on and look at detailed information on quotes or policies
5. Download quotes
6. Access documents generated

Active Quotes

Quote ref. ⚡	Quote date ⚡	Company name ⚡	Broker ⚡	Activity ⚡	Gross premium ⚡	Status ⚡	Allocated to ⚡	Policy effective date ⚡
J6CXSS	22/07/2020	Client Name A	Broker Group 1	Business and Management Consultancy		Quick Quote		
MZFSFT	23/07/2020	Company 1	Broker Group 1	Business and Management Consultancy	€424.20	About to Quote		23/07/2020

Active Policies

4

Policy no. ⚡	Quote ref ⚡	Company name ⚡	Broker ⚡	Activity ⚡	Gross premium ⚡	Policy effective date ⚡
8011741	5DQ95R	Client Name B	Broker Group 1	Business and Management Consultancy	€349.65	23/07/2020

Your Robertson Low Online portfolio

After selecting a quote or policy, you will be able to view it in detail, and you will also find a couple of additional features that you might find beneficial.

View Documents

1

Referral Actions

2

Copy/re-quote

3

Edit Quote Details

4

Abandon

5

Here you can:

1. View all of your clients policy documents for quoted risks
2. Add any additional information that may be relevant for the underwriters on risks that have been referred
3. Easily copy an existing quote and re-quote, saving you time
4. Quickly amend limits or other information to provide your client with an alternative quote
5. Deletes all client information previously entered, returning you to the home page



ROBERTSON
LOW

Part of **HOWDEN**

www.robertsonlow.com

Phone: +353 (0)1 9131 155

Email: online@robertsonlow.com

Broker at **LLOYD'S**

Howden Insurance (Ireland) Limited trading as Robertson Low is regulated by the Central Bank of Ireland. Howden Insurance (Ireland) Limited is authorised and regulated by the Financial Conduct Authority, No. 973308. Registered in Ireland under company registration number 338916. Registered Office: 48 Ringsend Road, Dublin 4, D04 EK2K, Ireland.

Calls may be monitored and recorded for quality assurance purposes.

HIL-RL-018-0325