

Registration is the first activity any broker or intermediary should do if they wish to use the *imarket* services.

Before completing the registration process please ensure you have the authority to make the request. Once the request is made you will be assumed as your organisation's "Group Administrator". You will be the main point of contact for Polaris and the person responsible for setting up access for users (although you can, if you wish, set up additional administrators to help you do so).

The process involves providing some basic information about your business to Polaris. Polaris may make additional checks to validate the authenticity of the request. Polaris will then make a request to *imarket* insurers that you indicate you wish to deal with, asking permission for your brokerage to have access to *imarket* services.

Insurers will then confirm to Polaris whether you can have access to their services.

Once Polaris has received confirmation from the first insurer to respond they will send you a Welcome Pack so that you can start to set up your organisation to use *imarket*. Insurers will contact you via your *imarket* email address to welcome you and confirm that services are being provided.

In the event any insurer refuses access to services the insurer will contact you directly.

When *imarket* is first launched we expect to receive a high volume of requests over the first few weeks. This may result in delays in providing confirmation. We may also ask you not to set up your organisation to access *imarket* immediately. If we need to make this request we will also advise you as to when and how you can proceed with set up.

Normally though, you should expect to receive confirmation from Polaris within 13 working days.