

Wine2Insure

Bonded Warehouse Storage Insurance

A guide on how to use the website to apply for, amend and cancel insurance policies.

Introduction:

Wine2Insure provides insurance for wine stored in select bonded warehouses. Cover up to £500,000.00 is only available through the website. If your insured amount exceeds this, we can provide you with a bespoke quotation. Simply fill out the bespoke field on the website or call us on 01306 740 555 during business hours.

Our insurance is subject to the [Terms and Conditions](#) and [Terms of Business](#) found on the website.

We take steps to protect your personal data using secure TLS 1.2, 256 Bit encryption at the quote stage. Our payment provider, Worldpay, handles all of your sensitive card details. They follow the Payment Card Industry Data Security Standard (PCI DSS) which is the industry standard to allow merchants in the UK to transact online card business. It is, however, recommended that you ensure that your device is secure and free from viruses and malicious software.

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Page 10) How to amend your card details through Worldpay.

Page 14) How to amend any other details including locations and sums insured.

How to apply for an insurance policy.

The website allows you to purchase your own insurance. The website is available 99% of the time and is easy to use. Simply navigate to the [instant quote form](#) and fill in some of your personal details.

You will need to complete most elements of the form. If you find that you have filled out the form but the “Submit” button does not function, you may have missed one of the mandatory elements which are:

- The bonded warehouse where your wines are stored,
- The currency,
- The amount to be insured,
- Your first name,
- Your surname,
- Address line 1,
- Town/City,
- Post Code,
- Country (selected from a list in the drop down box),
- Your email address,
- Your phone number.

If you have filled in all of the above required fields, you may have forgotten to click the 2 boxes in “Part D” which acknowledge that you have read to and understood the Terms of Business and Key Facts documents.

On the next page, we will see what a completed form should look like.

Part A - Where is your wine stored? *

Select the Bonded Warehouse where your wine and/or spirits are stored from the dropdown list

LCB -Vinothèque - Burton upon Trent

Part B - What level of cover do you require? *

We offer 7 levels of standard cover, if required select another currency, then choose the level of cover you require. For a higher value of cover, select **Level 8** from the list below, entering the value of insurance cover needed.

Currency selector *

Great British Pounds (£)

- Level 1 - up to GBP (£) 20,000
- Level 2 - up to GBP (£) 50,000
- Level 3 - up to GBP (£) 75,000
- Level 4 - up to GBP (£) 100,000
- Level 5 - up to GBP (£) 150,000
- Level 6 - up to GBP (£) 250,000
- Level 7 - up to GBP (£) 500,000
- Level 8 - greater than > GBP (£) 500,000

Enter value greater than 500,000 (£), no commas and full stops.

The Wine2insure system will automatically generate an insurance quotation for levels 1-7. If you have selected Level 8, a bespoke quotation will be prepared for you and sent to the email you enter in Part C.

**All fields are required. If you accept our insurance quote, your contact details will be passed to the Worldpay portal as part of the transactional data and therefore need to be accurate. If you are unsure as to the value of wine in storage, we recommend you obtain a professional valuation in order to select the appropriate level of insurance cover.*

Part C - Your Details

If you are acting on behalf of a company or organisation please enter the trading name below otherwise leave blank

Company Name (if applicable):

Anthony Wakefield and Co Ltd

Your Title:

Mr

First Name*:

Cyrus

Surname*:

Wakefield

Address*:

South House

21 - 37 South Street

Dorking

Surrey

RH4 2JZ

United Kingdom

Email Address*:

cw@anthonywakefield.com

Phone or Mobile*:

01306740555

Part D - Get Your Insurance Quote *

To proceed, tick the boxes below then submit your quote request.

- I have read and I understand Wine2insure's **Terms of Business.**
- I have read and I understand **Bonded Wines and/or Spirits Insurance Key Facts.**

The current level of cover is indicated by a dot.

Only fill out this part of the form if you require insurance beyond £0.5m

Click the submit button to proceed once the form is complete.

Submit

Ensure that your details are correct. You will be sent policy documents and payment related emails to the email address you provide to us. It is your responsibility to monitor this email account as important information is sent at regular intervals. You may then complete the submit button. You will be redirected to a page showing the details of your cover, displaying an instant monthly quote for your insurance. You will also receive an email with your quote which should be valid for 30 days.

Your Insurance Quotation

Thank you for using Wine2insure for your quotation, please check details below are **accurate and complete*** and the level of cover is suitable for your needs. If any information shown below is incorrect, please amend and re-submit.

To proceed with the quotation provided - select **Buy Insurance**, you will then be connected the Worldpay portal, this will take your first months premium via debit or credit card. This will also activate a monthly subscription. Further payments will be taken on the same day each month until the policy is cancelled.

** If you choose to accept the quote, your contact information will be passed to Worldpay as part of the payment validation process.*

Wine2insure - Bonded Warehouse Insurance Quotation

Storage Location and Cover Level

Bonded Warehouse: LCB -Vinothèque - Burton upon Trent

Standard Level of Cover: 1

Bespoke Cover Request: No

Value of Cover Required: £ 20,000

Your Details

Name: Cyrus Wakefield

E-mail: cw@anthonywakefield.com

Address: South House, 21 - 37 South Street, Dorking, Surrey, RH4 2JZ, GB

Telephone: 01306740555

Based on the information provided your monthly premium will be:

£3.67 (inc tax)

Amend Quote

Buy Insurance

To proceed with the quote, click on the yellow “Buy Insurance” button. Payment of premium is automatically made monthly from a credit or debit card. To amend your details, click the green “Amend Quote” button.

You will then be redirected to the Worldpay payment gateway. An example is shown below:

WorldPay
Help FAQs Security

Secure Payment Page

Please review your purchase details, then select a payment method to continue.

Select language English

Regular FuturePay agreement

Description: **Wine2Insure Insurance Subscription**
Date of first payment: **2017-February-02**
Individual payments: **GBP 3.67 (Adjustable by merchant)**
Interval between payments: **1 Month**
Agreement cancellation possible: **Any time**

Select your payment method

MasterCard Visa Maestro JCB

Cancel

payments powered by **WorldPay** For help with your payment visit the: [WorldPay Help](#).

WorldPay (UK) Limited © 2012

Worldpay only supports Mastercard, Visa, Maestro and JCB for this transaction. Look at the logo on your card and choose the relevant payment method on the website by clicking on the logo.

Unfortunately, we do not support American Express (AMEX). Payments will be taken in the currency you chose at the quote stage.

This part of the website is secured by strong encryption. It is compliant with the Payment Card Industry Data Security Standard (PCI DSS).

On the next page, we will look at the card payment form...



Secure Payment Page

Select language

English  

Regular FuturePay agreement

Description **Wine2Insure Insurance Subscription**
Date of first payment: **2017-February-02**
Individual payments **GBP 3.67 (Adjustable by merchant)**
Interval between payments: **1 Month**
Agreement cancellation possible: **Any time**

FuturePay Administration

Have you used **WorldPay** before? Log in here to retrieve your details. Have your username and password ready.

Username
Password

Log in 

Unless you already have an account with Worldpay, you can leave these fields blank.

Card details

* Indicates a required field

* Card number
* Security Code
* Expiry date
* Cardholder's name

Enter your 16 digit card number without spaces.

This data is pulled from the quote form. Change the cardholder name if necessary to reflect what is printed on your card.

Cardholder details

* Indicates a required field

* Address 1
Address 2
Address 3
* Town/City
Region
Postcode/ZIP code
* Country
Telephone
Fax
* Email address

Please do not amend the email address as this will cause an error.

Click the button to complete the security challenge. A description is provided on the next page of this guide.

Cardholder validation

Please complete this challenge to prove you are a real person:

I'm not a robot 
reCAPTCHA
Privacy - Terms

 Start again

 Cancel

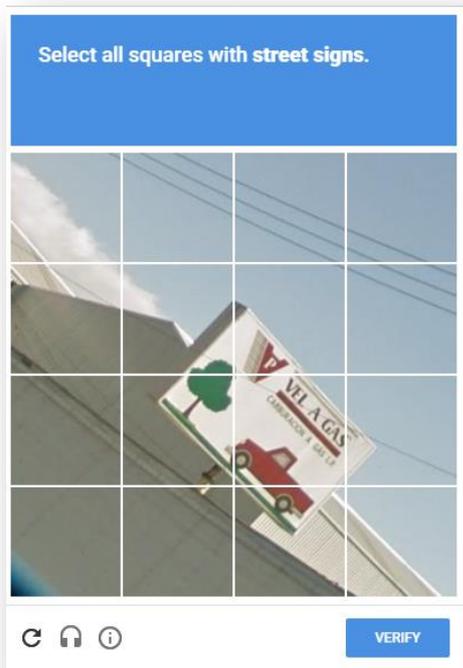
Make payment 

You will need to ensure that your card details are entered accurately, including changing the cardholder name if necessary.

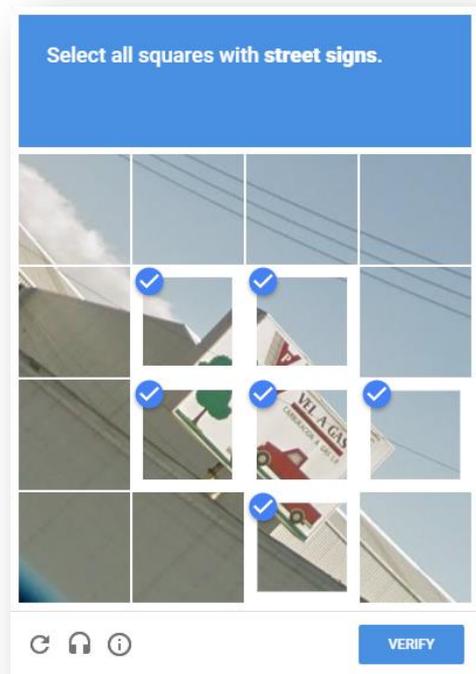
As a part of the fight against fraud, you are required to complete a challenge to prove that you are a human using the website under the “Cardholder validation” section. If you click the box, you may simply be presented with a green tick in the box as per the example below:



However, you may be required to solve a challenge such as the example below:



Unsolved example



Solved example

These challenges are simple enough for us, but fool robots. Just follow the instructions and click “Verify” when complete. Your challenge may differ from the example above.

Once you have completed the challenge, click the “Make payment” button to complete the transaction.

If your transaction is accepted, you should be redirected to the page below:

Wine2Insure

Bonded Warehouse Storage Insurance

[Home](#) | [Get A Quote](#) | [FAQ's](#) | [Other Policies](#) | [Customer Care](#) | [Contact Us](#)

Success! - we are now insuring your wine

Thank you, a subscription has been activated to pay your monthly premiums.

The first premium will be taken in 24 hours time, then each subsequent month on the same day until you cancel the policy. To amend or cancel your insurance, simply navigate to the **Customer Care** page, to send us a request for processing. You may also increase or decrease the level of cover you require.

Insurance Certificate

Your insurance certificate has been issued, a copy will be sent to your email. You may also see an online version by clicking the button below:

[View Policy](#)

We will continue to provide insurance cover for as long as we receive your monthly subscription. We will do our best to monitor payments are received monthly and communicate payment failures. However, it's your responsibility to ensure premiums are paid in order for us to provide insurance for your wine.



© 2016 Wine2Insure - Tel: +44(0)1306 740555 - Connoisseur Policies Limited is registered in the UK as a company (03174402) with its registered office at 4 Guildford Road, Westcott, Dorking, Surrey, RH4 3NR. Connoisseur Policies Limited is a wholly owned subsidiary of Anthony Wakefield and Company Limited (01756254) registered at the same address. For full details please read our [Terms of Business](#).

Connoisseur Policies Limited is an appointed representative of Anthony Wakefield and Company Limited; authorised and regulated by the Financial Conduct Authority through Anthony Wakefield & Company Limited (307545) and listed on the FCA register under 406715.

Your policy schedule will be sent to your email address. However, you can view and save it from this page. Your first premium will be taken from your card shortly and the policy will continue to renew unless you cancel.

How to amend your card details through Worldpay.

Worldpay processes payments on our behalf. When you initiate the policy, you are forming a Futurepay agreement with us. This is similar to a direct debit, with payments collected from a debit or credit card instead of a bank account. The premium for your monthly renewal will be automatically collected. However, sometimes the premium will not be collected. The following instances describe why a payment might fail:

- Your card has expired/been cancelled.
- The credit limit on your card has been reached.
- Your card details have changed but your agreement has not been updated.

As you are responsible for ensuring that premiums are received, it is important that you monitor your emails. Any payment failures will be notified by an automatically generated email from Worldpay with the subject field: "FuturePay Payment Failure". If necessary, you should follow the advice in this section to update your card details as necessary. If you fail to pay your insurance premium, this could have an adverse effect in the event of a claim and may result in your claim not being paid.

When you start your policy, you will receive 2 emails from Worldpay. These have the following subject lines:

- WorldPay CARD FuturePay Confirmation
- WorldPay CARD FuturePay Account Details

It is important that you save these emails as they contain your username and password. Please do not delete these emails.

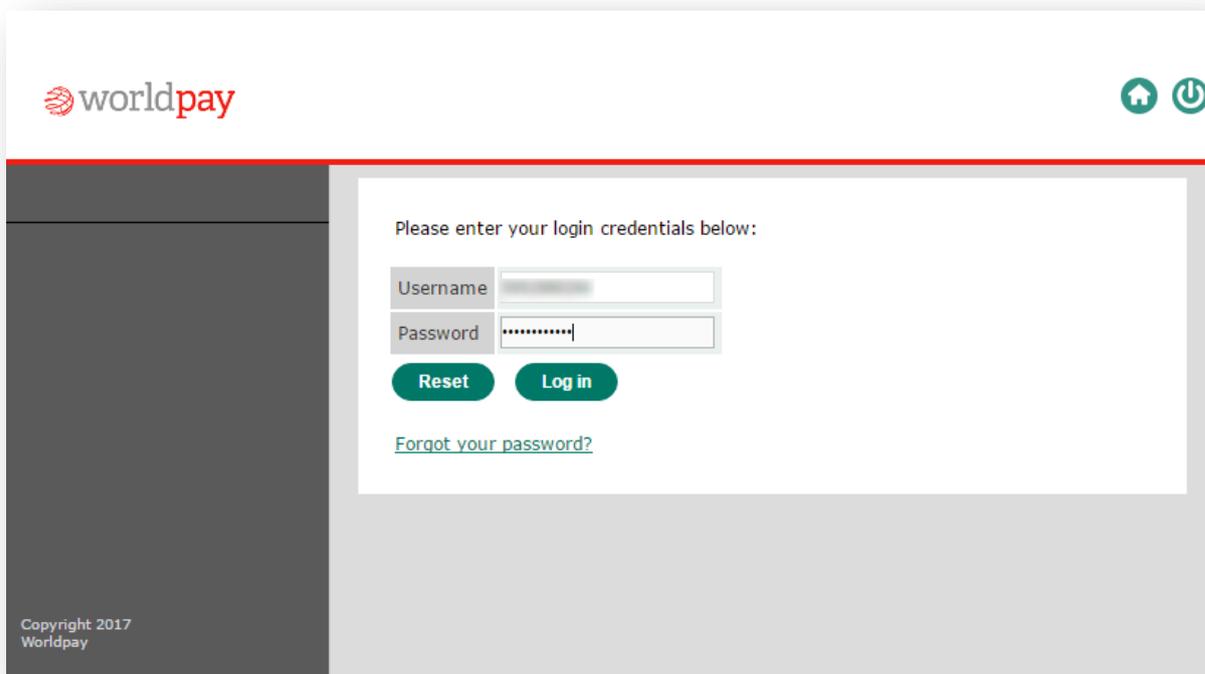
If you lose either of these emails, you can reset your credentials by clicking [here](#).

Otherwise, just get in touch with us and we will help you reset your details.

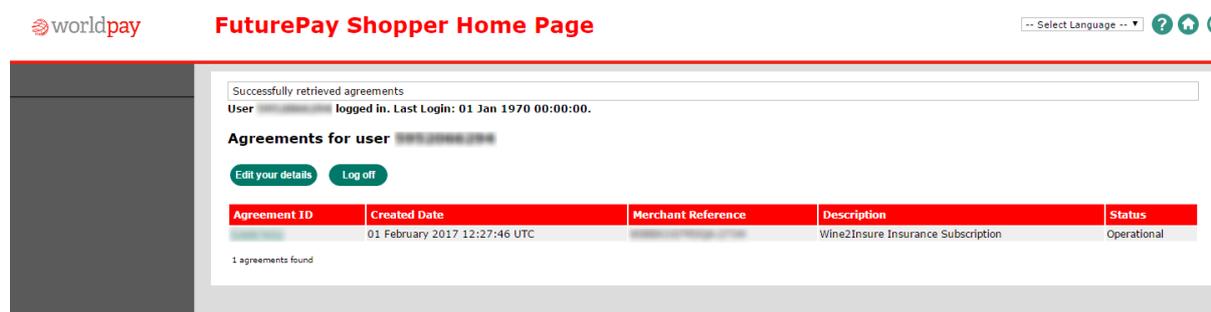
To access the shopper management system, visit:

https://secure.worldpay.com/fp/jsp/common/login_shopper.jsp

You can then input your username and password to login. Passwords are case sensitive. The page should look similar to the below.



Once you log in, you should see a screen similar to the below:



To amend your card details, click the green, 8 digit number under the heading "Agreement ID".

You should then be redirected to the page below:

The screenshot shows the 'FuturePay Agreement Details' page. At the top left is the 'worldpay' logo. The title 'FuturePay Agreement Details' is in red. To the right is a language selector '-- Select Language --' and three utility icons: a question mark, a home icon, and a power icon. Below the title are four buttons: 'Change Contact Details', 'Change Payment Details', 'View Agreement Audits', and 'Go to home page'. The main content is divided into three sections: 'Regular FuturePay Agreement Details', 'Information', and 'Contact Details'. The 'Regular FuturePay Agreement Details' section contains a table with fields like Agreement ID, Merchant Reference, Merchant Name, Description, Payment Currency, etc. The 'Information' section contains a table with Agreement status, Payments made, Next payment due, and a 'Cancel this agreement' button. The 'Contact Details' section contains a table with Name, Address, Town/City, Region, Postcode, Country, Telephone, and Email Address. Two blue callout boxes are present: one pointing to the 'Change Payment Details' button and another pointing to the 'Cancel' button.

Click this button to amend your payment details.

Avoid clicking this button as we cannot reinstate your policy if you cancel the agreement. If you need to make a change, please get in touch with us.

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Worldpay
Worldpay

If you click the green “Change Payment Details” button, you will be directed to a page which allows you to amend your card details.

The screenshot shows the Worldpay 'Change Card Details' page. At the top left is the Worldpay logo. To its right is the page title 'Change Card Details' in red. Further right is a language selection dropdown menu showing '-- Select Language --' and three circular icons: a question mark, a home icon, and a refresh icon. Below the header, there are two green buttons: 'Go back to agreement' and 'Go to home page'. The main content area has a red header 'Change Payment Details' followed by the instruction 'Enter your card details. You must fill in the fields marked with *.' The form contains the following fields: 'Card number*' (text input), 'Valid from' (month/year dropdowns with a note '(month/year) Only enter if printed on your card'), 'Expiry date*' (month/year dropdowns with values '01' and '2012' and a note '(month/year)'), 'Issue number' (text input with a note 'Only enter if printed on your card'), and 'Cardholder's name*' (text input). A green 'Submit' button is located at the bottom of the form.

When you have finished inputting your new card details, just click “Submit”.

How to amend any other details including locations and sums insured.

There are a few things where Wine2Insure has to approve changes before they are made. If you want to amend your sum insured or the location of your wine, please use the contact forms on the Wine2Insure website by visiting <https://wine2insure.com/customer-care>

There are separate tabs for different requests. You can also request a policy cancellation or submit a claim through this page.

[Submit a Claim](#) [Amend Policy](#) [Cancel Policy](#) [New Policy](#) [General Enquiry](#)

Policy Amendment Request

If you wish to amend the level of cover for your wine and/or spirits in storage, please complete and send the form below.

Please note: it may take up to 2 working days to process your request and adjust your Futurepay (Worldpay) subscription

Name *:

Email Address *:

Insurance Policy No *:

Bonded Warehouse *:

Currency selector *:

New level of cover required * - select from options below:

- Level 1 - up to GBP (£) 20,000
- Level 2 - up to GBP (£) 50,000
- Level 3 - up to GBP (£) 75,000
- Level 4 - up to GBP (£) 100,000
- Level 5 - up to GBP (£) 150,000
- Level 6 - up to GBP (£) 250,000
- Level 7 - up to GBP (£) 500,000
- Level 8 - greater than > GBP (£) 500,000

The Wine2Insure system will automatically generate an insurance quotation for levels 1-7. If you have selected Level 8, we will prepare you a bespoke quotation, this will be sent to the email you enter above.

** All fields are required. If you are unsure as to the value of your wine and/or spirits in storage, we recommended you obtain a professional valuation in order to select the appropriate level of insurance cover.*

[Get Quote](#)

If you have any questions about this document, you can speak to us by phoning 01306 740 555 if you are in the UK. If you are outside the UK, please phone +441306 740 555. Please refer to your telecoms provider for charges when phoning this number.

Did you know that Wine2Insure is just one of the insurance services which Anthony Wakefield & Company Ltd provides? We can also cover UK risks such as:

- Private household
- Art and collections
- Commercial properties
- Antique and fine art dealers and auctioneers
- Health
- Travel

We provide a more personal and friendlier service. Why not visit our website:

<http://www.anthonywakefield.com/> or give us a call on 01306 740 555?

Anthony Wakefield & Company Ltd
Fine Art & General Insurance Brokers



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