
 **MAPFRE | MIDDLESEA**

myinsurance



Imagine

**you could manage all your
policies with just one click**

THE CLIENT PORTAL PROVIDES YOU
WITH A HIGHLY PERSONALIZED
INTERACTIVE SERVICE ON THE WEB

The Client Portal offers

A WIDE RANGE

of self-service options.

**POLICIES
OVERVIEW**

As soon as you log in, you will be presented with an overview of all your portfolio

**OPEN A
CLAIM**

Register a claim, track the status and pay the excess if required

**RENEW
POLICY**

If a renewal is pending, a pop-up will appear. Renew your policies and make online payments

**VIEW
REPORTS**

Access the report library and download the documents related to your policies

**UPDATE
DETAILS**

You can also update your personal details

**CONTACT
US**

...and address all your queries online!

ACCESS

<https://myinsurance.middlesea.com/>

REQUEST YOUR CODE

CREATE AN ACCOUNT

**AND START MANAGING
ALL
YOUR POLICIES**

Take advantage of what the
Client Portal has to offer you



In order to create your account, you need to enter your unique client code

HOW TO OBTAIN YOUR CODE?

3

WAYS

REQUEST YOUR CODE
ONLINE THROUGH THE
PORTAL



RECEIVE IT BY SMS OR
EMAIL AT THE TIME OF
RENEWAL



REQUEST YOUR CODE
BY PHONE OR EMAIL



1 Access the Client Portal

2 Click on *New User*

3 Click on *Need a Code?*

4 Enter the required details

5 Check your email!



A personalized SMS and email with your unique code will be sent if your policy is due for renewal

1 Call us or send us an email to myinsurance@middlesea.com

2 Give us your ID Card number and your policy number

3 Answer some security questions

4 Get your code!

	Policy Number	Source	Description	Claims	Actions
	<div>RENEW</div> P07002495		Cover: 9 Triq A. Cuschieri Birkirkara Dates: 02/10/2016-01/10/2017.	0 REGISTERED 1 PENDING	<div>Select Action ▼</div> <div> Select Action Open a Claim Renew Policy View Report Library </div>

NOW IT IS POSSIBLE TO HAVE
AN OVERVIEW OF ALL YOUR
POLICIES AT A GLANCE



POLICY
LINE

RENEW
RED
ARROW

POLICY
NUMBER

SOURCE

BRIEF
DESCRIPTION

CLAIMS
STATUS

ACTIONS
MENU

Open a Claim

Renew Policy

View
Report Library

START YOUR JOURNEY

1. Policies Overview

2. Open a Claim

3. Renew Policy

4. View Reports

5. Update Details

6. Contact Us

As soon as you log in, you will be presented with an overview of all your portfolio

myinsurance

HAVE AN OVERVIEW OF YOUR PORTFOLIO

The screenshot displays the 'Policies Overview' section of the myinsurance web application. At the top, a banner image shows a historic building. Below the banner, the user is greeted with 'Welcome Rev. Calleja' and 'Your Insurance Policies'. A dropdown menu in the top right corner shows the policy number 'P07002495'. The main content is a table with columns: Policy Number, Source, Description, Claims, and Actions. Two policies are listed: P07002495 and P52024163, both from source 'BRO' and covering '9 Triq A. Cuschieri Birkirkara'. Each policy has '1 REGISTERED(VIEW)' claims and a 'Select Action' dropdown. Below the table, a navigation bar contains buttons for 'POLICY LINE', 'RENEW RED ARROW', 'POLICY NUMBER', 'SOURCE', 'BRIEF DESCRIPTION', 'CLAIMS STATUS', and 'ACTIONS MENU'. The 'ACTIONS MENU' is expanded, showing options: 'Open a Claim', 'Renew Policy', and 'View Report Library'.

Welcome Rev. Calleja

Your Insurance Policies

P07002495

Policy Number	Source	Description	Claims	Actions
P07002495	BRO	Cover: 9 Triq A. Cuschieri Birkirkara . Dates: 02/10/2016-01/10/2017.	1 REGISTERED(VIEW)	Select Action
P52024163	BRO	Cover: 9 Triq A. Cuschieri Birkirkara . Dates: 28/11/2015-27/11/2016.	1 REGISTERED(VIEW)	Select Action

POLICY LINE

RENEW RED ARROW

POLICY NUMBER

SOURCE

BRIEF DESCRIPTION

CLAIMS STATUS

ACTIONS MENU

Open a Claim

Renew Policy

View Report Library

START YOUR JOURNEY

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Register a claim, track the status and pay the excess if required

myinsurance

OPEN A CLAIM



Policy Number	Source	Description	Claims	Select Action
P52013177-15		Cover: 2 Triq Ta' Karkar Ix-Xaghra . Dates: 25/11/2015-24/11/2016.	1 REGISTERED(VIEW) 2 PENDING	<div>Open a Claim</div> <div>Report Library</div> <div>Select Action</div>

Add Home Claim for Policy 'P52013177-15'

Cover: 2 Triq Ta' Karkar Ix-Xaghra .
Dates: 25/11/2015-24/11/2016.

[Go back to Overview Screen](#)


Policy Holder Details

ID Card Number

158404L

Name

TRACK THE STATUS | & PAY THE EXCESS*

P21010089-16		Cover: Comprehensive-Nissan ALMERA-DBH283. Dates: 01/05/2016-30/04/2017.	1 REGISTERED(VIEW) 4 PENDING	Select Action
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Claim Code	Note Date	Latest Note	Excess
C21-098699 ●	05/10/2016 12:38:16	System Generated-New Claim 📌	Pay Excess

Claims Status Legend

● Open

● Repudiated

● Settled/Finalised

● Cancelled

● Reopened

START YOUR JOURNEY

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If a renewal is pending, a
pop-up will appear.
Renew your policies and
make online payments

myinsurance

BE NOTIFIED WHEN A RENEWAL IS PENDING

Renewals Notifications

Welcome Mr. Calleja

Since your last visit you have policies for renewal that require action. Click on the red arrow **Renew** before the policy number or choose '**Renew Policy**' from the respective drop down to start the renewal process.

Close

RENEW ONLINE & PAY

MAPFRE | MIDDLESEA

MMS

Renew Other Policy: P75000741-16
Cover: Electronic Equipment.
Dates: 01/09/2015-31/08/2016.

Premium Value	€87.50
Stamp Duty	€13.00
Policy Fee	€5.00
MMS Due:	€105.50
Grand Total Due:	€105.50

Close

Pay Renewal

START YOUR JOURNEY

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Access the report library
and download the
documents related to your
policies

myinsurance

HAVE ACCESS TO YOUR POLICY DOCUMENTS

	Policy Number	Source	Description	Claims	Select Action
	P52013177-15		Cover: 2 Triq Ta' Karkar Ix-Xaghra . Dates: 25/11/2015-24/11/2016.	1 REGISTERED(VIEW) 2 PENDING	<div>Select Action Open a Claim View Report Library Select Action</div>


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MMS Client Portal

Logout

Welcome Rev. Saleja

Home Policy: P07002495
Cover: 9 Triq A. Cuschieri Birkirkara .
Dates: 02/10/2016-01/10/2017.


Commercial Home Schedule

Find...

1 of 1

50%

MAPFRE MIDDLESEA

Certificate of Motor Insurance

Mapfre Middlesea p.l.c. certifies that a Policy of Insurance covering the Motor Vehicle described below is in force as at the date of issue of this Certificate.

Policy Details

Insurance Date: 1 August 2014
Insurance Time: 00:00:00
Policy No: P07002495
Policyholder Name: Mr. Saleja

Policyholder Details

Name: Mr. Saleja
Address: 9 Triq A. Cuschieri Birkirkara
Date of Birth: 10/10/1966

Vehicle Details

Type of Vehicle: Private Car
Make & Model: Vauxhall Astra
Year of Make: 2014
Colour: Silver

Authorized Drivers Details

Name: Mr. Saleja
Date of Birth: 10/10/1966

Middlesea Assist

24-HOUR ROADSIDE ASSISTANCE & BREAKDOWN SERVICE

IN CASE OF EMERGENCY
YOU MAY REACH OUR 24/7 CALL
CENTRE ON TEL:
2248-0200

For full terms and conditions please refer to the Policy
Document and our website: www.middlesea.com
Your motor insurance policy provides 24-hour Roadside
Assistance & Breakdown Services in Malta, Gibraltar and the rest
of Europe upon presentation of this Certificate of Motor
Insurance.
These assistance services are available on motor vehicles with
a weight not exceeding 3500kg.

START YOUR JOURNEY

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You can also update
your personal details

myinsurance

MANAGE YOUR ACCOUNT

Manage Your Account

UPDATE YOUR DETAILS

Personal Information Update

Title

Mobile

Name

Telephone

Surname

Address

DOB Day Month Year

Locality

[Click here to update your password](#)

SUBMIT

START YOUR JOURNEY

1. Policies Overview

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6. Contact Us

...and address
all your queries online!

myinsurance

CONTACT US!

Contact Us

CONTACT FORM

Floriana Regional Office: (+356)25 694 300

Birkirkara Regional Office: (+356)25 694 800

Luqa Regional Office: (+356)25 694 700

Emergency 24hr Call Centre: (+356)22 480 200

MAPFRE MIDDLESEA

MMS Client Portal

Logout

Name *

First

Last

Email *

Work Email

Custom Email

Phone

Message *

SUBMIT

Thank You



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