

Update your contact details

Step 1: Log in to your portal account

Log into your portal account - <https://secure.marshcommercial.co.uk>

Marsh Commercial

Your Account | New Quote

Welcome to Marsh Commercial

Login

Email address

Password

Can't Access Your Account?

Login

Multi-factor authentication (MFA) is here

We've added an extra security step when you log in to your Marsh Commercial account. Log in to check your Account security details.

[What is MFA?](#)

Marsh Commercial

Get HR, employee benefits and additional risk solutions on our



If it is your first log in of the day then complete the multifactor authentication.

Marsh Commercial

Your Account | New Quote

Call Us

Welcome to Marsh Commercial

Multi-factor Authentication

Multi-factor Authentication has been enabled for this portal. In order to log in you will need to enter an access code sent to you via SMS or email.

Once a code has been generated it will be valid for a period of 30 minutes.

I'd like to receive my access code via:

Email to @marsh.com

SMS to 077****777

I don't have access to either of these methods

SEND CODE

An access code has been sent to @marsh.com

Access code not received? Please review the method above and press "Send Code" to trigger another access code.

Access code

068899

☒ Remember my device

SUBMIT CODE

Need a little help getting started?

Speak to an adviser.

Contact us

Completely secure

VISA Mastercard

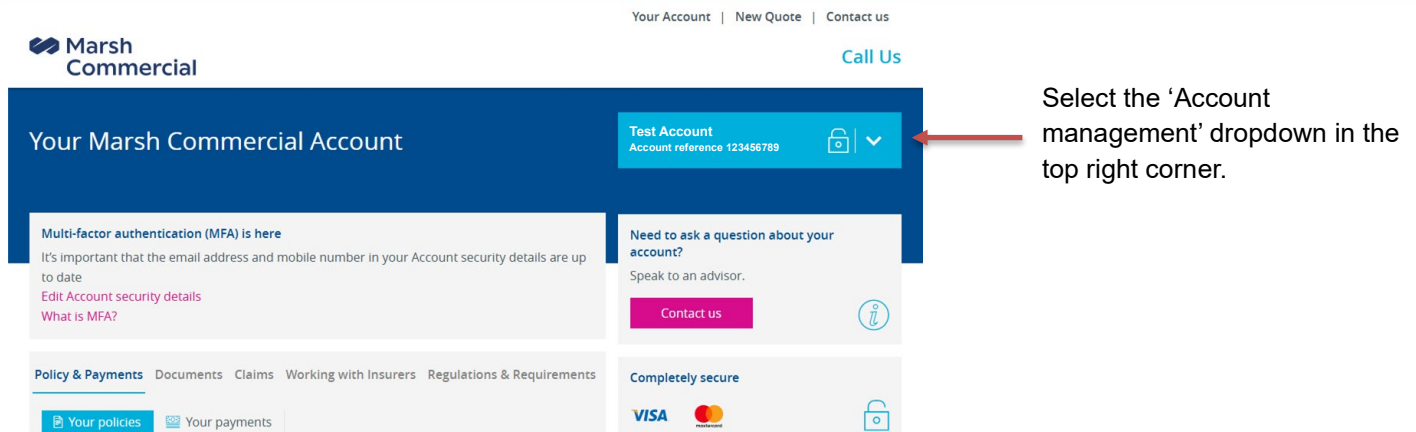
Find solutions

Marsh Commercial

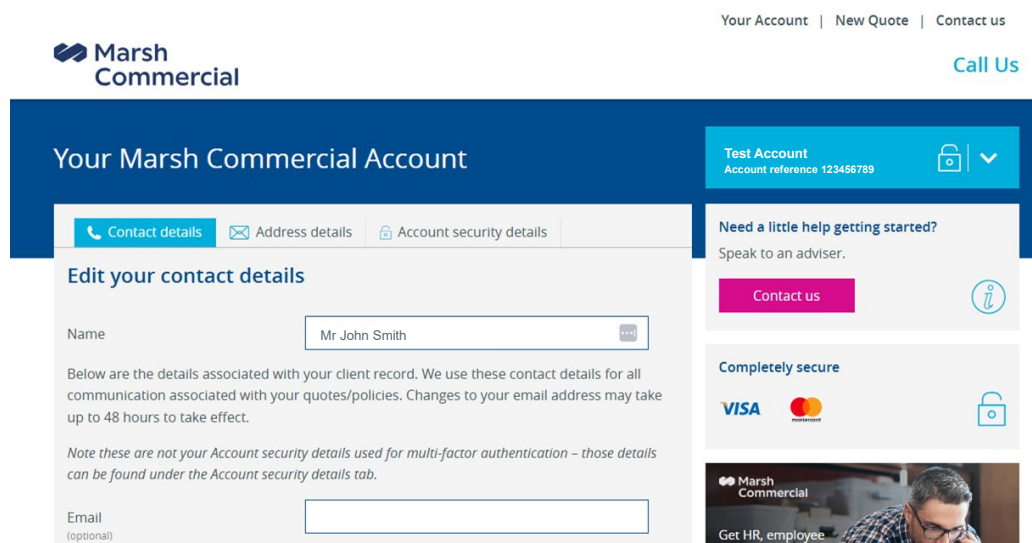
Get HR, employee benefits and additional risk solutions on our new digital marketplace.



Step 2: Edit details option



The 'Contact details' tab of the 'Edit your contact details' page will open.



Step 3: Edit contact details

From this page you will see the: name, email address, work number, mobile number and marketing preferences currently held on your Marsh file.

Marsh Commercial

Your Account | New Quote | Contact us

Call Us

Your Marsh Commercial Account

Contact details | Address details | Account security details

Edit your contact details

Name

Below are the details associated with your client record. We use these contact details for all communication associated with your quotes/policies. Changes to your email address may take up to 48 hours to take effect.

Note these are not your Account security details used for multi-factor authentication - those details can be found under the Account security details tab.

Email

Work

Mobile

From time to time we'd like to tell you about other products or services we provide that we feel may be of interest to you. If you would like to discover what else we could offer you, please let us know how you would prefer to be contacted.

☐ Email ☐ Phone ☐ SMS ☐ Post

[Back](#) [Save](#)

Add or overtype with the updated details; name, email address, work number and mobile number. Then select any of your preferred marketing contact methods (optional).

Once your details have been updated, click 'Save'.

Policy & Payments | Documents | Claims | Working with Insurers | Regulations & Requirements

[Your policies](#) | [Your payments](#)

Thank you for contacting us. We will be in touch with you soon.

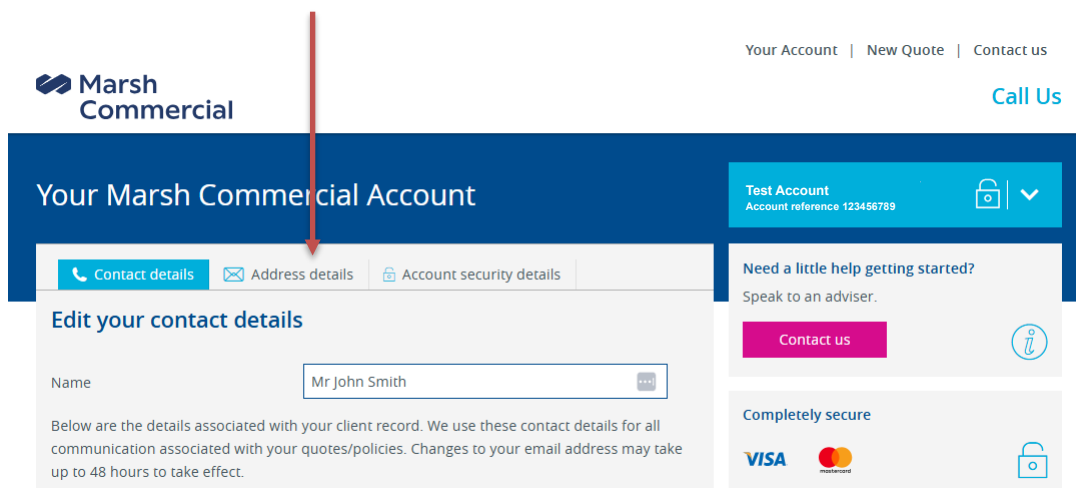
No open quotes

[Get a quote](#)

The above message will appear to confirm your updates have been submitted.

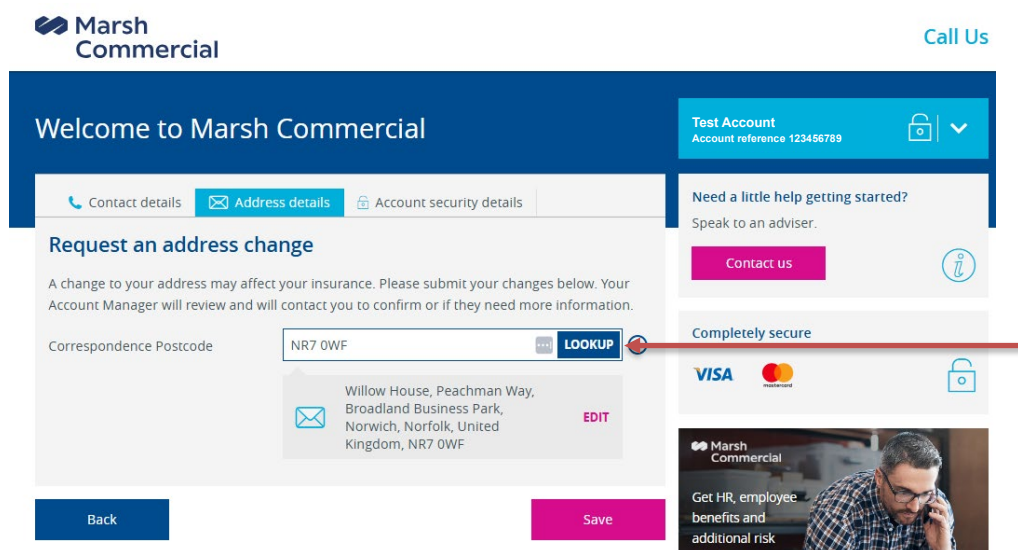
Step 4: Edit address details

From the top of the 'Edit your contact details' page, select the 'Address details' tab.



The screenshot shows the Marsh Commercial website interface. At the top, there's a navigation bar with the Marsh Commercial logo, a 'Call Us' button, and links for 'Your Account', 'New Quote', and 'Contact us'. Below this is a header section titled 'Your Marsh Commercial Account'. A red arrow points to the 'Address details' tab in the sub-navigation bar, which is currently selected. The main content area is titled 'Edit your contact details' and shows a form for 'Name' with the value 'Mr John Smith'. Below the form, there's a note: 'Below are the details associated with your client record. We use these contact details for all communication associated with your quotes/policies. Changes to your email address may take up to 48 hours to take effect.' To the right, there's a 'Test Account' section with account reference 123456789, a 'Need a little help getting started?' section with a 'Contact us' button, and a 'Completely secure' section with VISA and Mastercard logos.

This page will show the address currently held on file.



The screenshot shows the Marsh Commercial website interface. At the top, there's a navigation bar with the Marsh Commercial logo, a 'Call Us' button, and links for 'Your Account', 'New Quote', and 'Contact us'. Below this is a header section titled 'Welcome to Marsh Commercial'. A red arrow points to the 'Address details' tab in the sub-navigation bar, which is currently selected. The main content area is titled 'Request an address change' and contains a form for 'Correspondence Postcode' with the value 'NR7 0WF'. Below the form, there's a 'LOOKUP' button. To the right of the form, there's a preview of the current address: 'Willow House, Peachman Way, Broadland Business Park, Norwich, Norfolk, United Kingdom, NR7 0WF'. Below the preview, there's an 'EDIT' button. At the bottom, there's a 'Back' button and a 'Save' button. To the right, there's a 'Test Account' section with account reference 123456789, a 'Need a little help getting started?' section with a 'Contact us' button, and a 'Completely secure' section with VISA and Mastercard logos.

Overtyping the current postcode with your desired one. Then select 'Lookup'.

Welcome to Marsh Commercial

[Contact details](#) | [Address details](#) | [Account security details](#)

Request an address change

A change to your address may affect your insurance. Please submit your changes below. Your Account Manager will review and will contact you to confirm or if they need more information.

Correspondence Postcode

NR7 0WF

[LOOKUP](#)

Please select one of the following addresses:

- Horizon Business Centre, Peachman Way, Broadland Business Park, Norwich, Norfolk
- Reed House, Peachman Way, Broadland Business Park, Norwich, Norfolk
- Skye House, Peachman Way, Broadland Business Park, Norwich, Norfolk
- Willow House, Peachman Way, Broadland Business Park, Norwich, Norfolk

[Back](#)

[Save](#)

Test Account

Account reference 123456789

Need a little help getting started?

Speak to an adviser.

[Contact us](#)

Completely secure

VISA

Mastercard

Get HR, employee benefits and additional risk solutions on our new digital marketplace.

[Find solutions](#)

Select the required address from the list that appears.

Welcome to Marsh Commercial

[Contact details](#) | [Address details](#) | [Account security details](#)

Request an address change

A change to your address may affect your insurance. Please submit your changes below. Your Account Manager will review and will contact you to confirm or if they need more information.

Correspondence Postcode

NR7 0WF

[LOOKUP](#)

Willow House, Peachman Way, Broadland Business Park, Norwich, Norfolk, NR7 0WF

[EDIT](#)

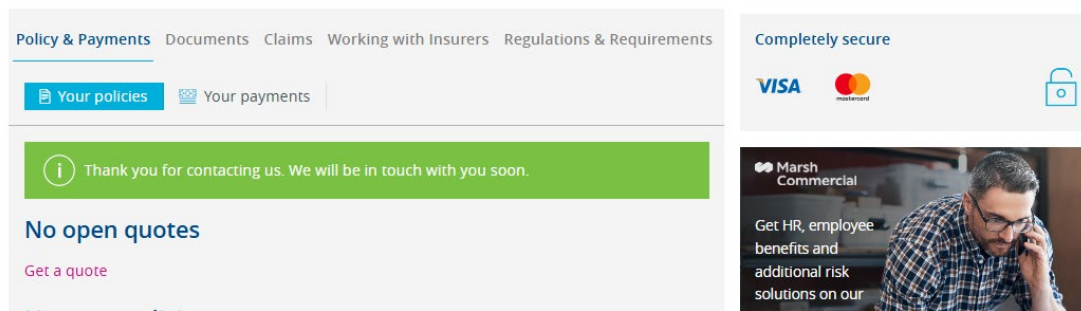
[Back](#)

[Save](#)

The full address should now update with the selected details.

Once your details have been updated, click 'Save'.

The below message will appear to confirm your details will be updated.



Please note that changes to your account may take up to 48 hours to take effect.



Please also be aware that these are the details associated with your client record. We use these details for all communication associated with your quotes/policies. These are not your account security details used for multifactor authentication. To update these, please see the 'Update your multifactor authentication details' guide.