Why am I getting an error message?

If the message sent to the provider is inaccurate (for example a mismatch with the data submitted to the provider and the information they hold) an error message will be returned detailing the issue. It is therefore vitally important that the data you hold is accurate, as without the correct name of the client, contract policy type and policy number the message will fail.

To receive a valuation response from a provider, you will need to be the authorised intermediary on the contract. Messages will not be returned to unauthorised users.