

Bode frequently asked questions guide.

Below are some of the questions that we are frequently asked by our customers.

If you cannot find the answer please give a call on 01903 890044 or email us info@bodeinsurancesolutions.co.uk and we will be happy to help.

Q: Is there an excess and how much is it?

A: Yes, for most areas of cover there is a £100 excess. If your claim is settled the insurer will deduct £100 from the settlement amount. Check your policy details for all excess amounts.

Q: Does the contents section cover my belongings or do I need to have personal belongings cover?

A: The contents policy covers your items inside your home against accidental damage, theft and loss from the insured perils such as fire, lightning, storm, flood or earthquake. The additional personal belongings cover we offer, covers your belongings away from home and outside of the UK.

Q: Why does the account name appear differently when I make a BACS payment?

A: When making a BACS payment the account name may appear as 'Bode Insurance Solutions Limit' instead of 'Bode Insurance Solutions Limited' this is due to account name being too many characters.

Q: Are my payments collected on monthly basis?

A: If you have opted to pay your total premium monthly, then your payment will be split over 12 months. Please see your policy schedule for details of your payments.



Q: How does the claim process work?

A: You need to inform us as soon as possible after the incident has occurred. We will send you a claim form and request for further details which will all be specified in an email. Once all details are received, we will send the claim to the insurer for their consideration. We may need to send further information to the insurer, but we will keep you up to date with the progress of your claim.

Q: Will my policy automatically renew, or do I have to re-apply for my new policy?

otherwise. There is no need to re-apply via our website. If you would like to opt out of auto-renewing your policy, please contact the office

on 01903 890044 or email us on info@bodeinsurancesolutions.co.uk

Q: What do I do when I move out and no longer require the policy?

A: The policy holder needs to let us know the date they want to cancel their policy from this can be by phone on 01903 890044 or email us on info@bodeinsurancesolutions.co.uk

Q: Do I need to let you know if I have moved address?

A: If you have moved into a new rented property we will be able to transfer your policy to the new address. Please contact us by phone on 01903 890044 or email us on info@bodeinsurancesolutions.co.uk We will need your policy number, new address and the date you moved. We will then be able to amend your policy for no additional cost.



Office:

Bode Insurance Solutions
Becket House
6 Littlehampton Road
Worthing
West Sussex
BN13 1QE

Phone:

01903 980044

Email:

info@bodeinsurancesolutions.co.uk

Bode Insurance Solutions Limited is authorised and regulated by the Financial Conduct Authority (FCA) Under the firm reference 313541