

frequently asked questions.

ACCESSING THE PORTAL | GETTING STARTED

How do I register for the portal?

Visit the Bspoke Group website and click the 'Bspoke Online' button in the top right corner. Click the "Register" button and fill out the form to get started. Once you've submitted the online form, a member of our team will review your request. Once approved, you'll receive an email to let you know your account has been activated.

How do I login?

To login, visit the Bspoke Group website and click the Bspoke Online button in the top right. Click Log in and then enter your username (email address) and password and select login. You will have set your password as part of the registration process.

What if I forget my password?

Simply click on the "Login" button and select "Forgot Password?" to reset it easily.

Can I access the portal from my mobile device?

Yes, our platform is fully optimized for mobile access, allowing you to work on the go.

Is there any training or guidance on how to get started?

Yes – we've put together a handy how to guide. [Click here to view the guide.](#)

Can I have a demo of the portal?

Yes. If you'd like a demonstration, please email sayhello@bspokegroup.co.uk and a member of our Business Development Team will be in touch to arrange a time that suits you.

USING THE PORTAL

What products are available via Bspoke Online – the new portal?

The following products are available via the new portal:

- Bspoke Property Owners | Standard Occupied and Specialist Occupied Commercial & Residential
- Bspoke Private Clients | Mid & High Net Worth Home

Property Owners Specialist Unoccupied coming soon, shortly followed by Tradesman and Office insurance.

More products from across our commercial team will be added in coming months.

What can I do via the portal?

Our new online portal provides you with full cycle policy management. From obtaining quotes to renewing policies, you can manage your entire agency with Bspoke Online, giving you complete control over your commercial insurance administration.

Can I still access the old portal?

Yes – the original portal is still active, and you can continue to get quotes for the following products:

- Event & Entertainment
- Film & Media
- Sports & Social Clubs
- Office
- Tradesman

Property Owners is now available via the new portal Bspoke Online. If you'd like a quote for Commercial Combined or Contractors, please email brokierenquiries@bspokecommercial.co.uk

How do I get an office insurance quote?

You can continue to get a quote for an office risk via our original online portal. To access the portal, click [here](#).

In due course Office Insurance will be available within Bspoke Online.

What happens if my risk is referred on the new portal?

If a risk is referred, an underwriter will be notified and will review the risk and come back to you with any questions.

Can I still speak to an underwriter about a risk?

Yes – there are no changes to the team following the launch of the portal. Our friendly and experienced underwriters are on hand to assist you.

GENERAL

Are there any fees associated with the portal?

No, our online broker portal is completely free to use for brokers. To register, your brokerage will need to have an agency with Bspoke Group.

How do I get an agency with Bspoke Group?

Visit Bspoke Group Website, click Bspoke Online and then click the 'Request an agency' button. Complete the form and once submitted a member of our team will review the submission and come back to you regarding your request.