



KBD Insurance
Firm in Damage Insurance

FITNESS PROFESSIONALS INSURANCE FAQs

For information on the actual coverage provided, please take a look at our Key Facts Sheet.

How will I receive confirmation of my coverage and my policy documents?

You will receive these by email to the email address you provided upon registering on the site. Please make sure to check your junk files if you haven't received an email in your inbox.

If you still haven't received your confirmation/policy documents, please use the contact details below to get in touch.

What do I do if I notice an error or want to change my coverage?

Please get in touch with us either by email or phone to inform us of what you would like changing. Depending on what you need changing, this may result in an additional premium being charged or an endorsement being added to your policy.

Can I cancel my policy, and if so, how?

If you would like to cancel your policy, please get in touch using the contact details below. You will need to provide us written notice via email, and will be refunded based on a short term cancellation rate, not pro-rata. Reason being that a large share of the cost of producing your policy is incurred at the start of your policy period.

In the event of a claim, what do I need to do?

If you need to make a claim on the policy, please contact us using the contact details below. In order to speed up the process, please provide as much information regarding the claim as possible. This will then be passed on to Underwriters who will arrange payment for the claim if the loss falls under the policy coverage.

How do I make a complaint?

If ever you are dissatisfied with our service and would like to file a complaint, we want to know as KBD strives to make our service as user friendly as possible.

You can email or phone us if ever you feel a complaint is warranted.

How do I renew my policy?

Once your policy is close to expiring, we will send you a renewal reminder. In order to renew, please log-in to our site and either confirm whether you would like to renew the same coverage again or make any changes

Contact Details:

Email: info@kbdinsurance.com

Phone: (514) 636-0002.

