

Insurance Brokers' CommsBuilder FAQ's

1. How much does it cost to configure an item?

Each time you configure a template on CommsBuilder for print or PDF download you will only be charged £18 + VAT. For heavier users, there is also an option to purchase unlimited annual usage for £420 + VAT. The unlimited annual usage fee enables you to configure as many templates for print or PDF download, without paying individual configuration charges.

2. How do I pay?

Oliver Marketing will invoice you at the end of each month. The invoice will consolidate all of the configuration charges and print and fulfilment charges for the previous month.

3. I have a query about a recent invoice, who do I contact?

If you have a query about your invoice, please call Oliver Marketing on 0845 602 5258 or email accounts@broker.commsbuilder.com.

4. I would like to include my logo on my marketing materials. Is this possible?

Yes! If you would like to include your logo on your marketing materials, simply send an Illustrator ai or EPS file of your logo to support@broker.commsbuilder.com. If you do not have your logo in either of these two file formats do not worry. You can simply send us a JPEG of your logo and we will convert it for you for £15 + VAT. This will ensure your logo is always high quality, no matter what size it is printed at.

5. How long will it take for my marketing materials to be delivered?

All printed orders will be delivered within 7-10 working days. If you would like to find out the status of your order, please email support@broker.commsbuilder.com. For bespoke jobs that are not configured from an existing template, production costs and estimated delivery days will be quoted on a job-by-job basis.

6. There aren't any images available that are relevant for my product or scheme. Can I request new images be added to CommsBuilder?

If there are specific images that you would like to see on CommsBuilder, please contact us on support@broker.commsbuilder.com or 0845 602 5258 with your requested image type and a justification. We will then review the request and let you know if we are able to help you. Charges may apply to new images published onto CommsBuilder. Please allow up to 4 weeks for new images to be available.

7. Can I upload my own images to use in a configurable template?

No. To ensure all the images available for use on CommsBuilder are high enough quality for use across the range of marketing materials available, you are not able to upload your own images.

8. I would like to create new marketing material and there are no configurable templates that meet my requirements. Is this possible?

Yes! You are able to specify brand new marketing material by using the [Bespoke Marketing Material](#) or [New Advert](#) options within CommsBuilder. By using either of these services you will be able to discuss your requirements directly with one of our experienced marketing professionals who will then be able to produce a quotation for you.

9. I have broad range of print requirement for non-marketing print? Can Oliver Marketing source other types of print?

Yes! Oliver Marketing manages in excess of £12m per annum for a range of clients. We are able to source all of your print requirements from high quality wire bound presentation packs to business stationery. You can use the [Request Other Print](#) option within CommsBuilder to discuss your requirements.

10. Can I use my own images to use in Bespoke Marketing Material?

Yes! CommsBuilder enables you to use your own images for [Bespoke Marketing Material](#), or for marketing material based upon existing artwork. Examples of marketing material based upon existing artwork example are the case study and newsletter, where you would simply need to provide us with your copy / text and the images in an appropriate format, and we will create the material for you.

11. I would like to have a template created for a specific marketing material item that my business / network currently use. Is this possible?

Yes! If you would like to have a template created for a specific piece of marketing material that you currently use, you can use the [New Template](#) option with CommsBuilder and we will be delighted to discuss your requirements and produce a quotation for you. Once created, your template will only be available to authorised users.

12. I would like to make a few changes to an item that I configured in the past. Is this possible?

Yes! To save you time in the future, all of your previously configured marketing materials will be stored in your [Order History](#). Simply login to CommsBuilder, navigate to [Order History](#) and search through the list of past orders (it helps if you name them memorably when you originally configure them) to the configuration that you require. When you have found your order click on [View order details](#), and then click on [Copy this order and add it to your basket](#).

If you have not found the answer to your question please contact us on:
support@broker.commsbuilder.com or phone 0845 602 5258.