

FAQs

BMS Portal

What is the BMS Portal?

The BMS Portal is the dedicated online platform for PAA Members to purchase, renew and manage insurance as part of the PAA Member Insurance Program with BMS.

How do I update my details?

Log in to your BMS Portal, click 'Connect with us' and submit an enquiry form. Our team will confirm the change with you.

My policies

Why can't I see all of my policies in the BMS Portal?

Your active and expired policies can be found by clicking the 'My policies' button on the home page of the BMS Portal.

Please contact BMS if you can't see all of your policies listed.

How do I download my policy documents?

Log in to your BMS Portal, click 'My policies'. Locate the policy and click 'View details'. Click 'View documents'. A list of

your policy documents will be available to download by clicking 'Download'.

Are my payment details stored in the BMS Portal?

BMS does not store any payment details within the BMS Portal.

Renew my policy

Where do I renew my policy?

Log in to your BMS Portal. Click on 'Renew cover'. Locate the policy you would like to renew and click 'Renew'. Complete the renewal form.

You will receive a renewal confirmation email when your cover has been renewed.

My Quotes

I started a quote but did not finish. How do I continue?

Log in to your BMS Portal, and click 'My Quotes'. A list of your active and expired quotes will be listed here. Click 'View details' to review quote. Click 'Complete

policy' to purchase cover.

My quote expired. What do I do?

If your quote expires you will need to start a new quote.

Accessing the BMS Portal

I can't remember my password?

You can reset your password at any time by clicking 'Forgot my password'. You will receive an email with instructions and a link to reset your password.

I haven't received my reset password email.

Please check your spam or junk folder if you haven't received your reset password email within a couple of minutes.

If the email still does not arrive, please contact BMS.

I can't remember my username?

Please contact BMS for assistance.

For more information

For more information speak to a BMS on 1800 940 764 or email pilatesaa@bmsgroup.com