

Frequently Asked Questions

When you launch a new product feature into the market, users usually have a bunch of questions about how it works and what they can do with it. The more innovative it is, the more you will have to explain it. Our recommendation is to get as much as possible done and prepared ahead of time by creating a complete and easy to find “Frequently Asked Questions” section on your website and other communication channels. Ideally, it encourage users to visit it before reaching out to you with their questions.

Standard FAQ's

1. How can I send a copy of the card to the person I lend my car to?

There are a couple of ways you can share your card with another person:

1. You can let the other person download the card from the link
2. You can print the paper version for them

2. Can I use the digital card to buy “license plate” at the tax office?

Yes, the tax office scans the QR code to verify the validity of your card.

3. Does the card serve as a payment receipt (bewijs van betaling)?

Yes, the card serves as proof of payment as was in the case of the original proof of insurance.

4. Does the solution work for collective customers (fleets)?

Yes, every policy in the fleet will receive a digital card that can either be printed or used in a digital format.

5. Does the solution work for commercial customers (car rentals)?

Yes, every policy in the fleet will receive a digital card that can either be printed or used in a digital format.

6. Is it possible to deactivate a card?

Yes, an insurer can always deactivate a card. The deactivation will take place immediately.

7. What is the process to buy license plates in bulk?

You must print the policy numbers or QR codes before you go to the tax office. At the tax office they will verify the policies based on the policy numbers or by scanning the QR codes.

8. What is the process for when you sell your car?

The customer must inform the insurer. The insurer will deactivate the policy and thus the card.

9. How will the authorities use the platform?

Cops can ask you to show the card or scan it for further verification.

10. Do I need an internet connection to use the card?

No, the card works offline too.

11. What happens if I lose my phone?

You can simply go to your inbox and download the card again on your new phone.

12. What happens if I get a virus on my phone?

Virus and malware on the phone doesn't affect the card. In case you replace or reset your phone, you can always download the card again on the phone.