

Mobile App

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Getting the Mobile App

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Customers will soon have access to the Elephant Mobile App! The app will be available on both Apple and Android devices.

The logo will look like this:



- + What will the app rollout look like?
- + Can we email or text customers a link to the app?
- + How many people can be logged in at once?

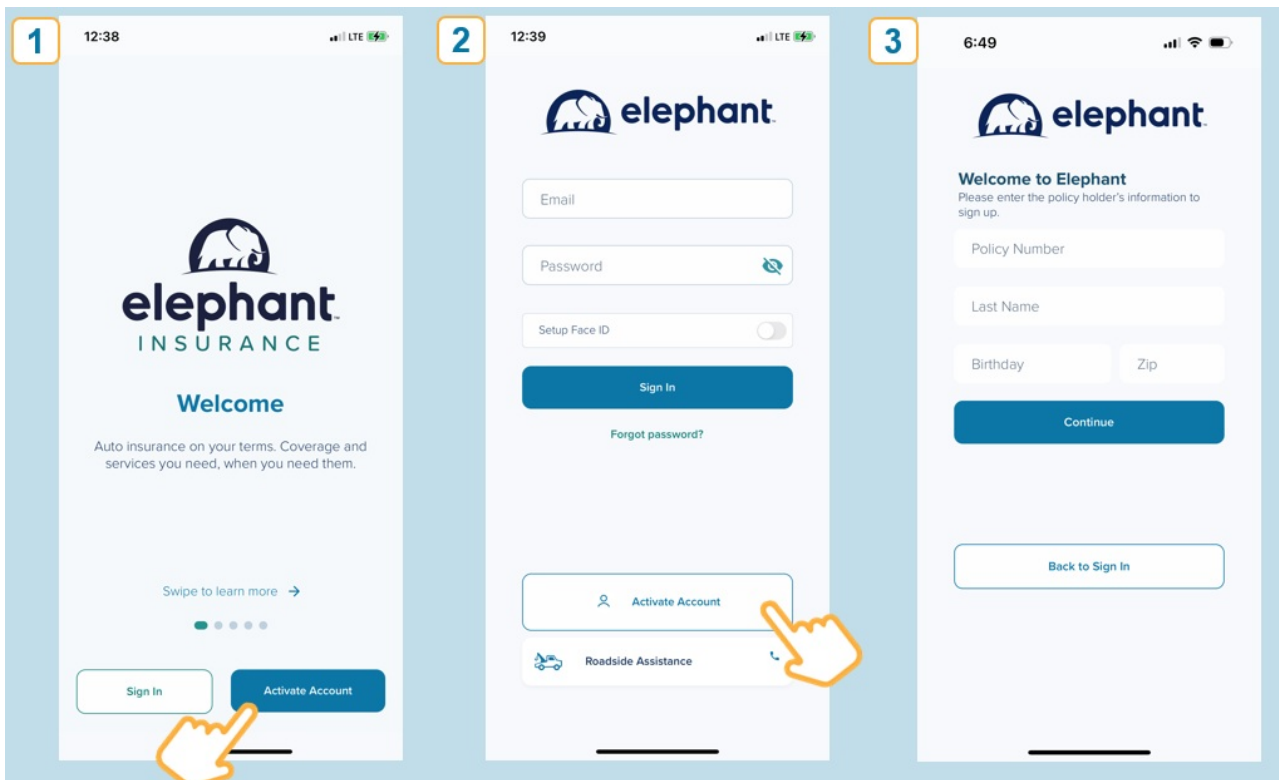
New Account Activation

New Account Activation

New policyholders who have yet to activate their web portal account can register via the app login.

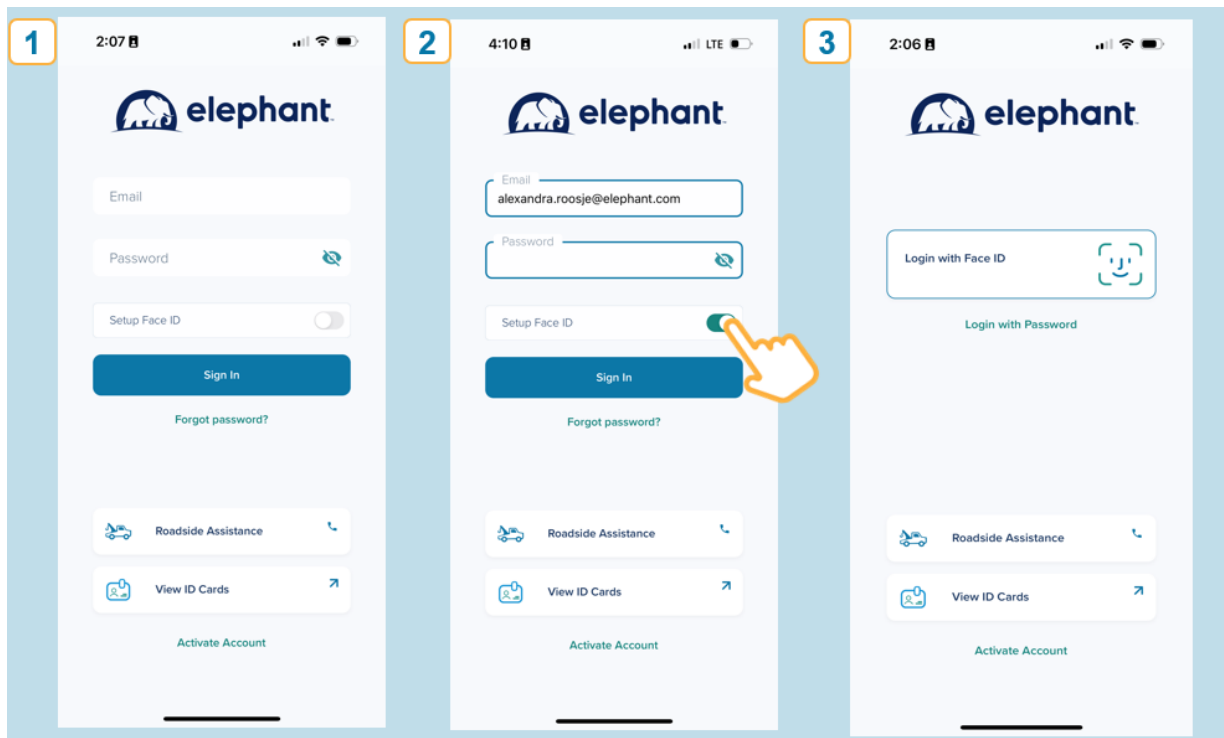
Activate Account Will show as a button for new users.

For returning users it will appear as a link under Roadside Assistance and View ID Cards



🔑 Login

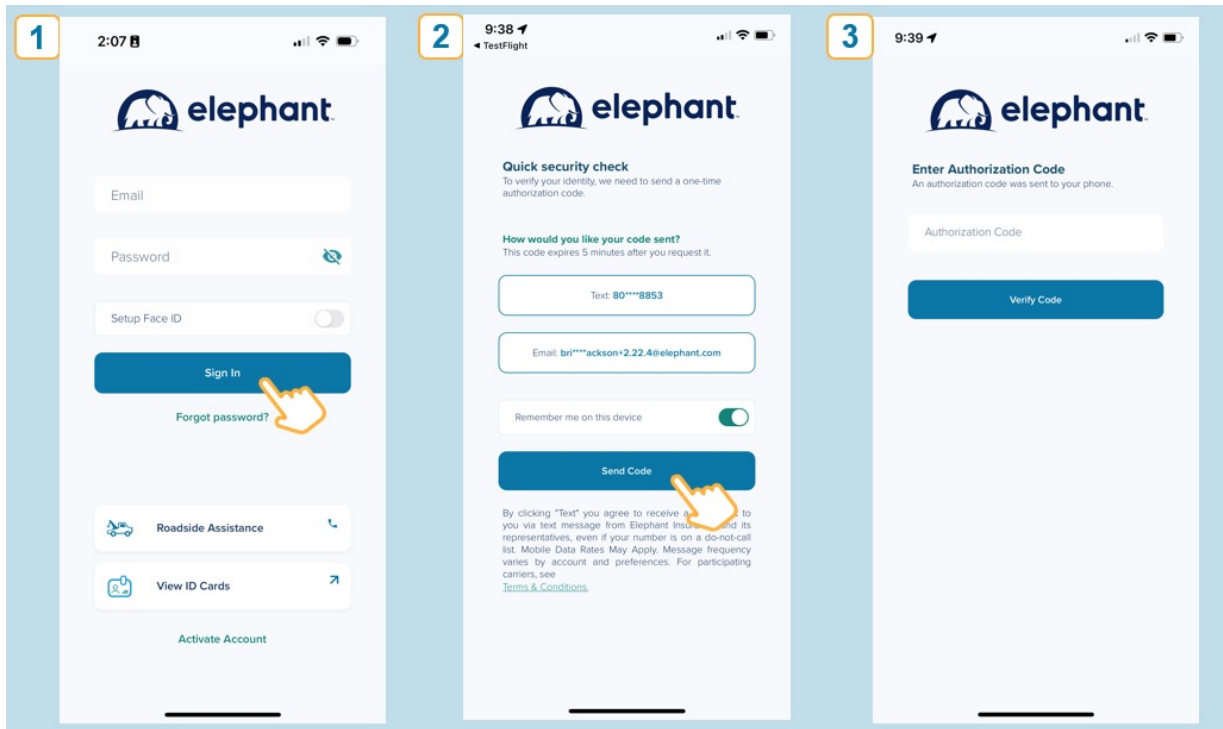
Once they have set up an account they can log in to the app and set up Face ID if they want to:



If the customer does not want to use FaceID they can just sign in and get a code sent to them and choose "remember me on this device"

For each new device, once every 6 months, and once at renewal, the customer will need to verify their identity through Multi-Factor Authentication. They can select either text or email to get a one-time

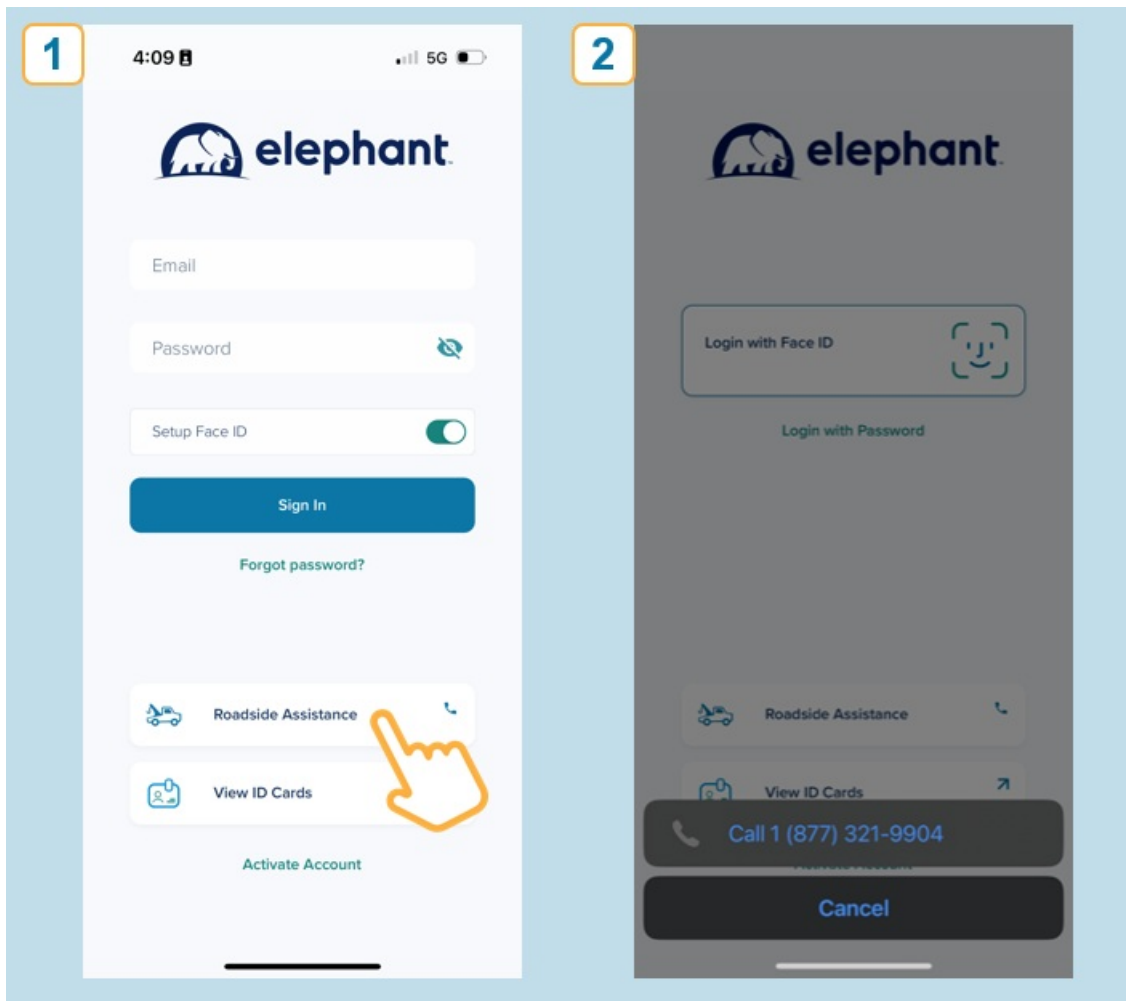
authorization code.



Call ERS

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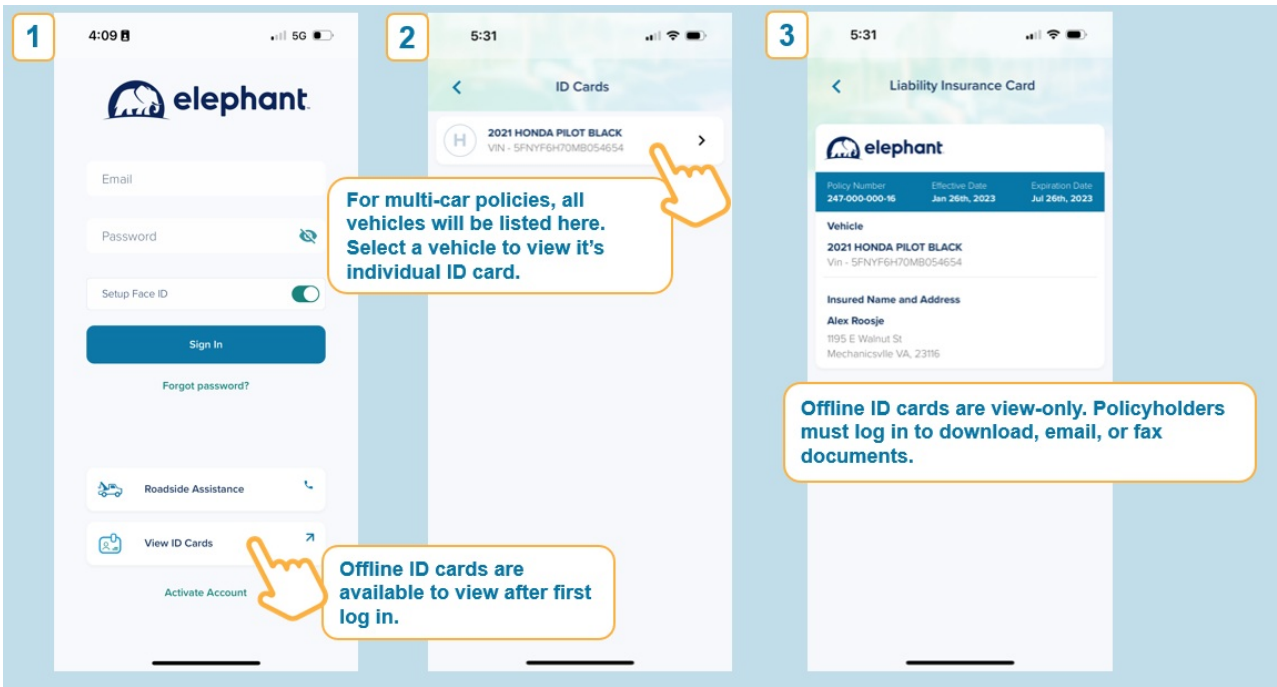
Customers will have the ability to call ERS from the mobile app by clicking on Roadside Assistance and the number will pop up for them to call.



View Offline ID cards

View Offline ID cards

The customer will have the ability to view their ID cards without logging into the app.

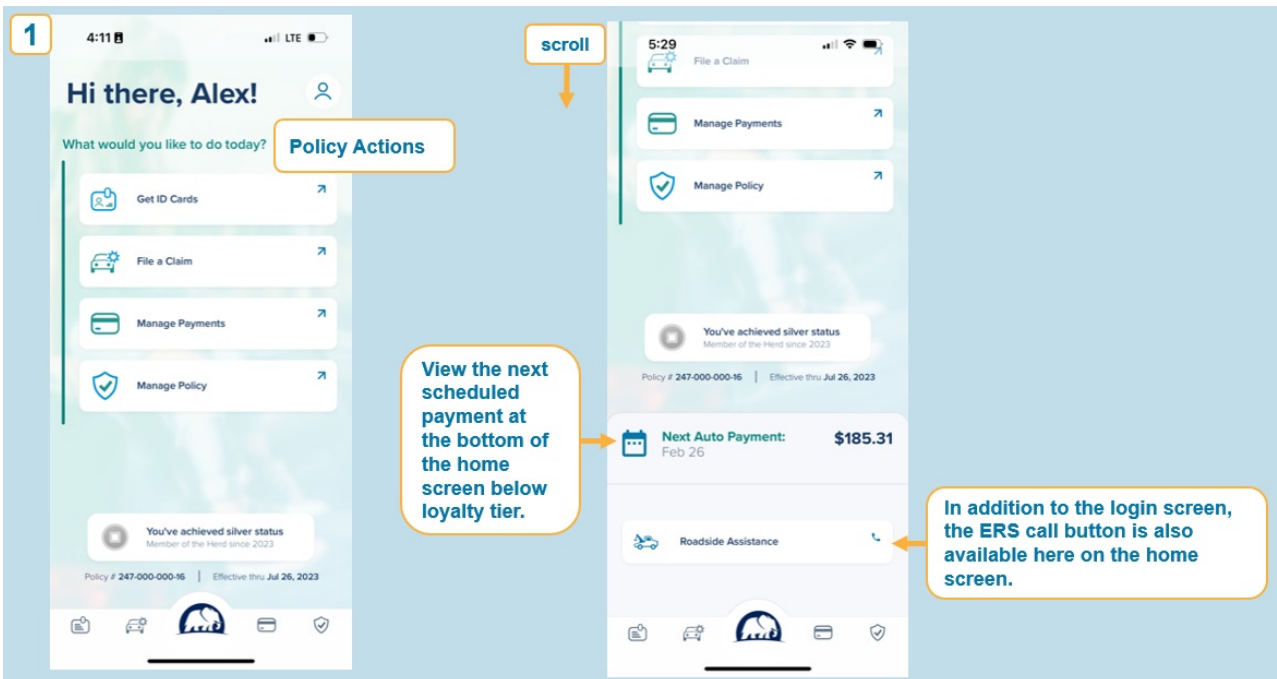


⊕ Will customers be able to add their ID cards to their Apple/Google Wallet on their devices?

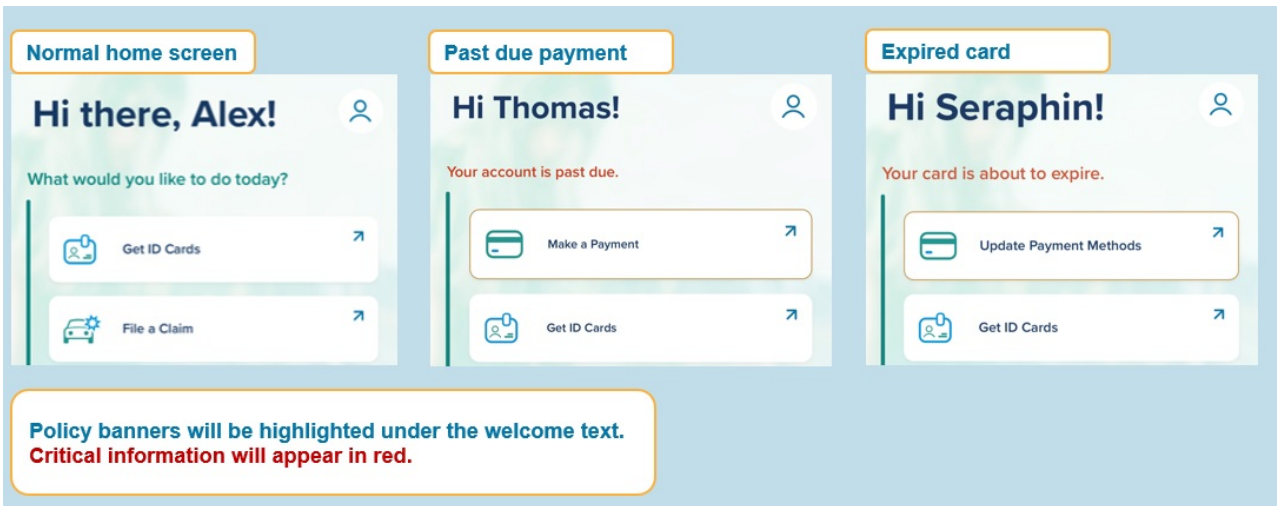
Home Screen

Home Screen

Once the customer is logged into the app this is the home screen they will see with their information:



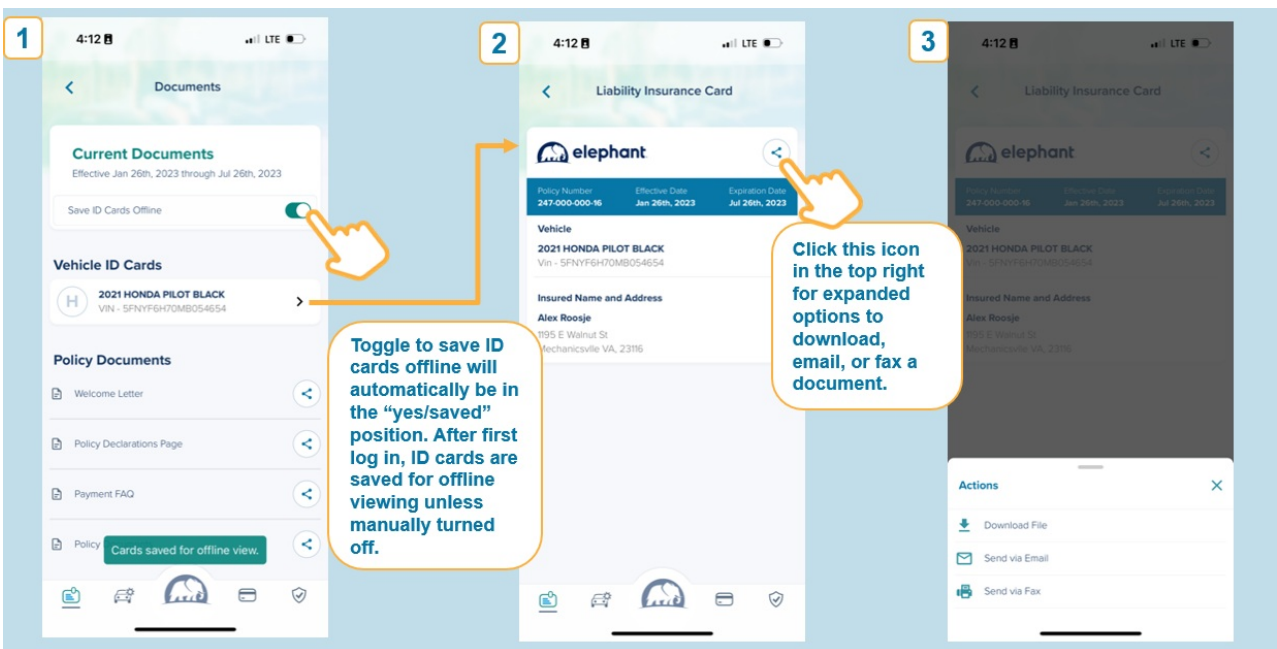
Their home screen will also let them know about any past-due payments, and if their card is about to expire:



Documents

Documents

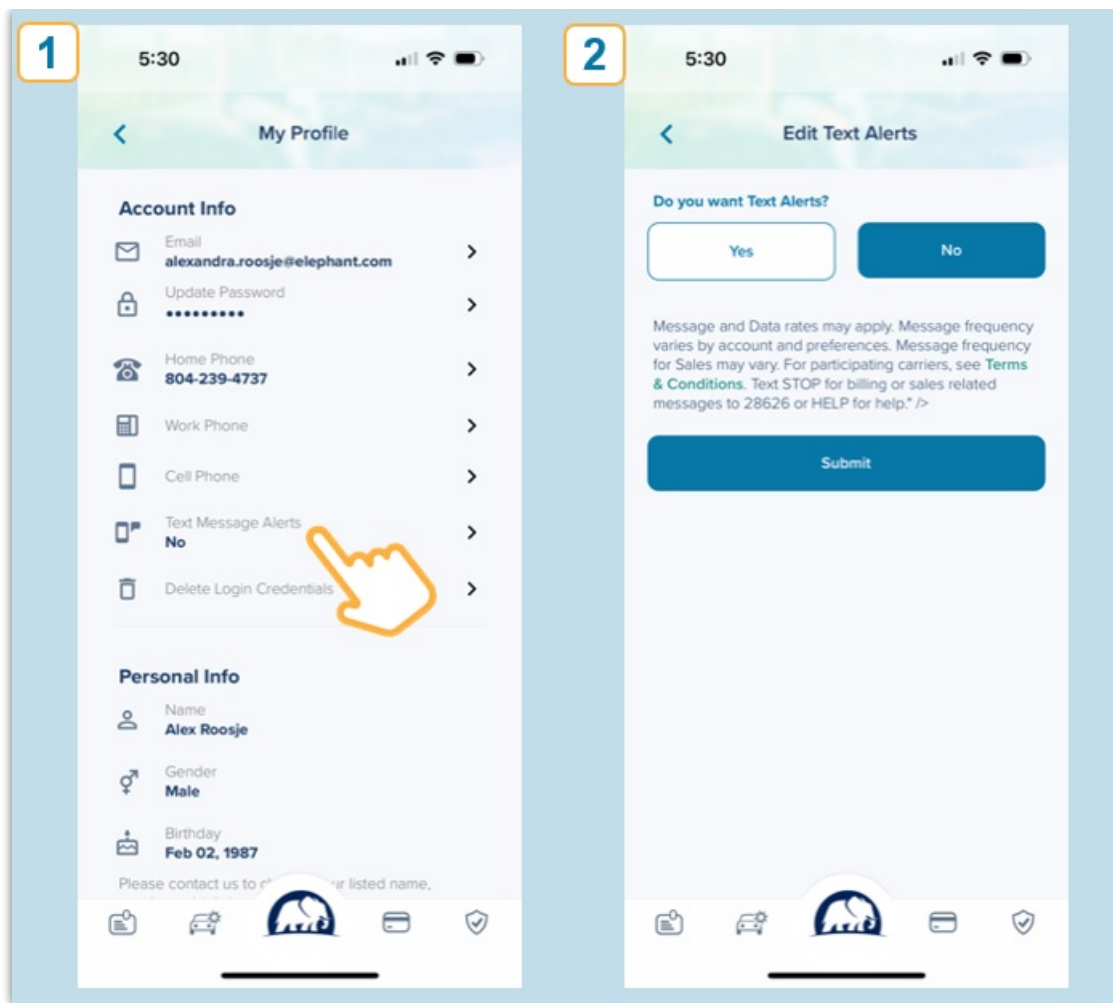
The customer will be able to save ID cards offline from this screen and also be able to download, email, or fax a document:



Opt-in to SMS

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The customer will have the ability to sign up or edit text alerts:



Payments and Payment methods

Payments and Payment methods

- + Make a one-time payment
- + Add a New Bank Account (ACH/EFT)
- + Add a new debit/credit card
- + Updating Primary Payment Method
- + Remove a Payment Method
- + Reschedule Upcoming Auto-Payment
- + Past Due Payments

Coverages

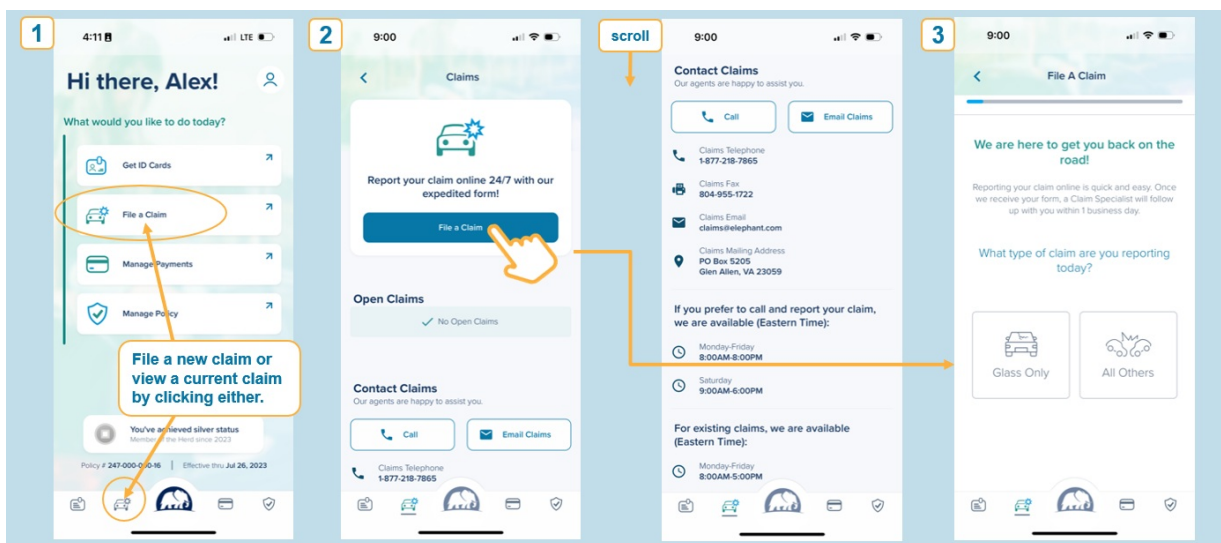
Coverages

- + Viewing Vehicle-Level Coverages
- + Add/Edit/Remove Coverage

Claims

Claims

- File a Claim



- + View Open Claims
- + View Closed and Past Claims

Vehicle Amendments

Vehicle Amendments

- + Add vehicle
- + Swap a vehicle
- + Remove a vehicle

Driver Amendments

Driver Amendments

+ Adding a Driver

+ Updating Contact Information
