Mobile App & Portal

Last Modified on 04/10/2025 6:39 pm EDT

Overview

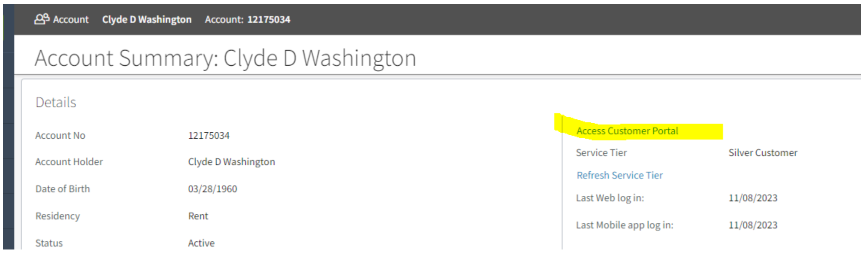
Overview

If the named insured or any driver on the policy has an International License, it will block their portal access.

The Online Portal and App is a great way for customers to view their information and to manage their auto insurance policy entirely online. The portal can be accessed by logging into our website, and the App can be downloaded on GooglePlay and the App Store.

Error when attempting to log into the portal/app

- Use the portal mirror in PC to determine if we get an error on our side first.



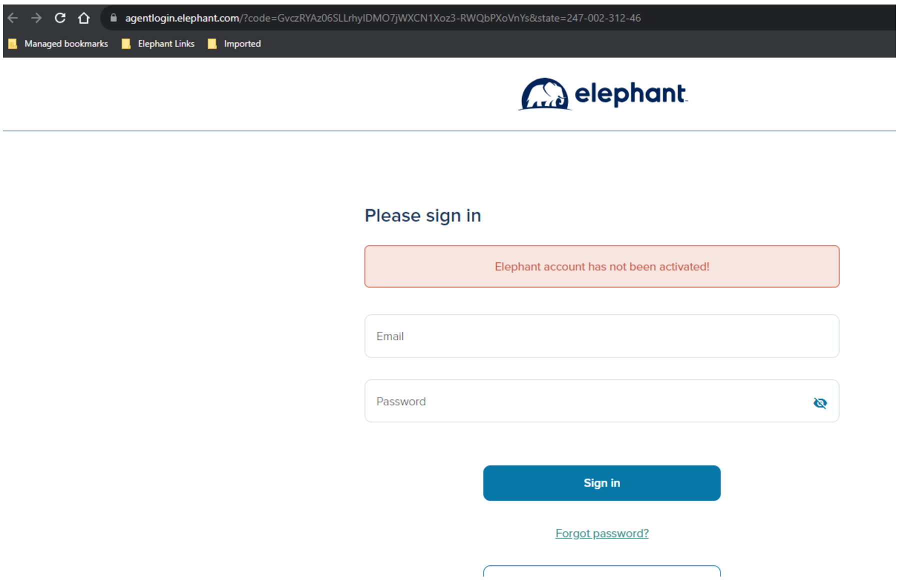
Clyde D Washington Account: 12175034

Account Summary: Clyde D Washington

Details

Account No	12175034	Service Tier	Silver Customer
Account Holder	Clyde D Washington	Last Web log in:	11/08/2023
Date of Birth	03/28/1960	Last Mobile app log in:	11/08/2023
Residency	Rent		
Status	Active		

- If you do not get an error and have full visibility, confirm the email the PH is using to attempt to log in. Make sure it matches the email in PC.
- Confirm the type of error “log in is invalid or password is invalid”. If the password is invalid, suggest the reset password option first.
- If the login is invalid, reconfirm the email and then partner with Leadership to look in admin to determine if there is a data issue preventing a login.
- If you do get an error when attempting to view the portal, partner with Leadership immediately so we can pinpoint the issue. In most instances, the PH never registered. In other instances, there might be duplicates or missing info which prevents the PH from logging in.


agentlogin.elephant.com/?code=GvczRYAz06SLLrhyIDMO7jWXCN1Xoz3-RWQbPXoVnYs&state=247-002-312-46
Managed bookmarks
Elephant Links
Imported
elephant
Email
Password
Sign in
Forgot password?

Please sign in

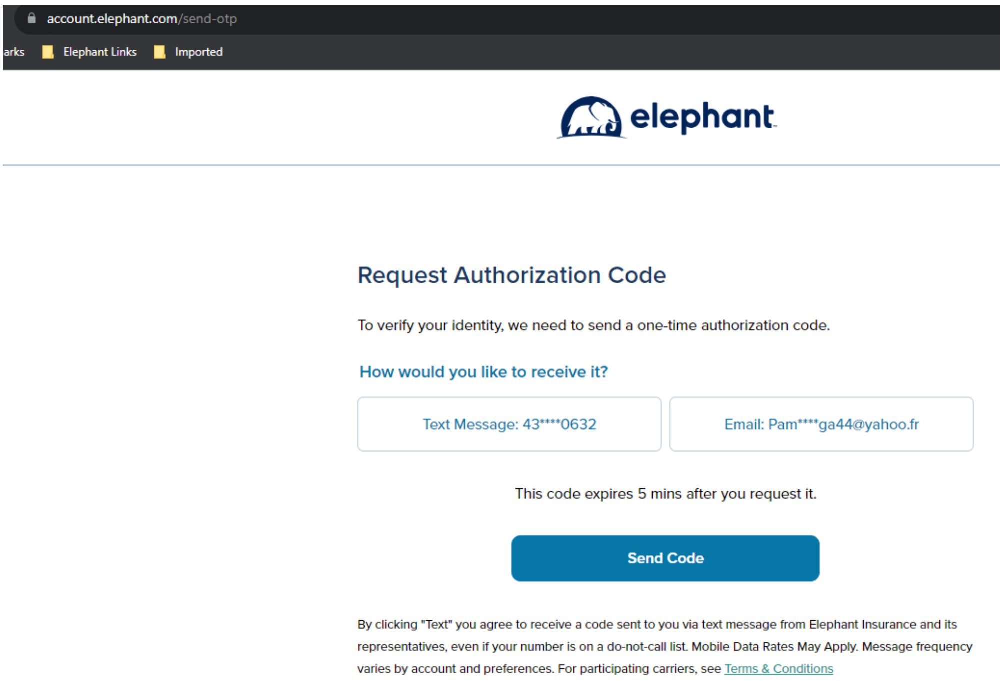
Elephant account has not been activated!

Portal never activated

PH reporting getting an error when attempting to register for the portal.

The fastest way to figure out if this is a user issue is to attempt to register to see if you can get to the “request authorization code” page. Below is an example. We should never complete set up for the customer but if we can get to this page and they can’t, there is probably a data issue that we missed or a user error when the customer is attempting to register.

- Verify the spelling of the last name.
- Confirm DOB is correct in both places in PC (Account Level summary page and driver page) and confirm the zip code.
- Advise that they must use the last name of the NI on the policy (if it is a spouse calling in).


account.elephant.com/send-otp
arks
Elephant Links
Imported
elephant
How would you like to receive it?
Text Message: 43****0632
Email: Pam****ga44@yahoo.fr
Send Code

Request Authorization Code

To verify your identity, we need to send a one-time authorization code.

This code expires 5 mins after you request it.

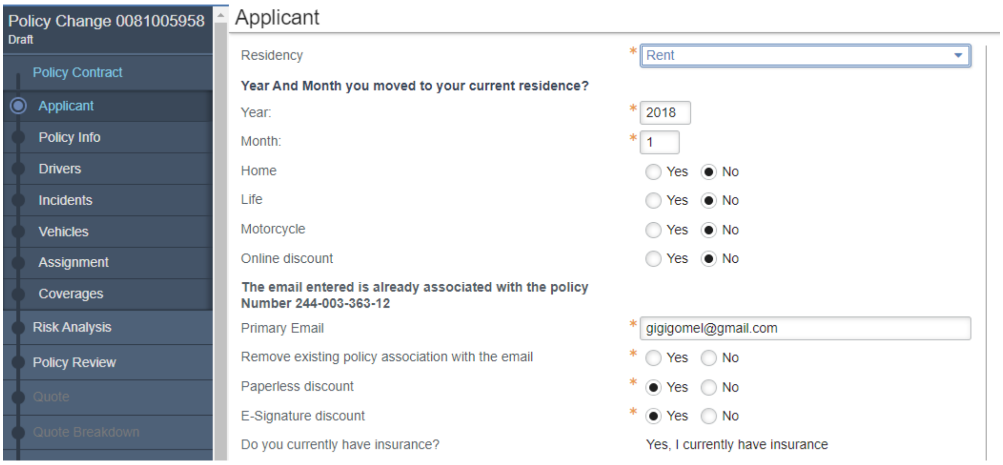
By clicking "Text" you agree to receive a code sent to you via text message from Elephant Insurance and its representatives, even if your number is on a do-not-call list. Mobile Data Rates May Apply. Message frequency varies by account and preferences. For participating carriers, see Terms & Conditions

Online access says cancelled or outdated information

If a policyholder is cancelled, they can still access the portal infinitely to make payments, but no other changes can be made.

If they got a new policy and it still says cancelled on the portal, we need to remove the email association with the old policy number.

- From the policy level in PolicyCenter, select "Actions" → "Change Policy"
- Advise of Effective Date (Same Day) the next day and select Other Change (No Premium Impact)
- On the Applicant tab, select "Yes" to "Remove Existing Policy Association with Email"



Policy Change 0081005958
Draft
Policy Contract
Applicant
Policy Info
Drivers
Incidents
Vehicles
Assignment
Coverages
Risk Analysis
Policy Review
Quote
Quote Breakdown

Applicant

Residency * Rent

Year And Month you moved to your current residence?

Year: * 2018

Month: * 1

Home ○ Yes ● No

Life ○ Yes ● No

Motorcycle ○ Yes ● No

Online discount ○ Yes ● No

The email entered is already associated with the policy Number 244-003-363-12

Primary Email * gigigomel@gmail.com

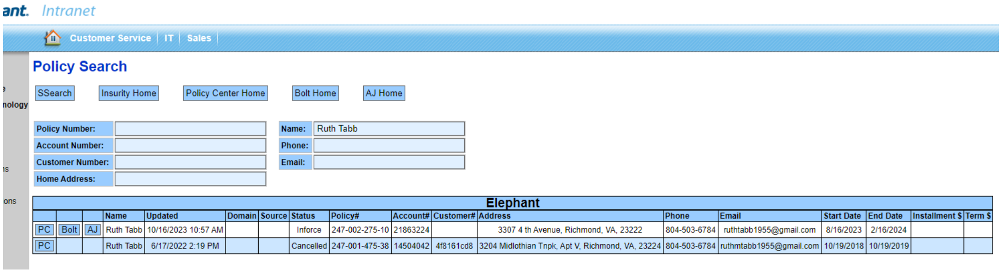
Remove existing policy association with the email * ○ Yes ○ No

Paperless discount * ● Yes ○ No

E-Signature discount * ● Yes ○ No

Do you currently have insurance? Yes, I currently have insurance

- Quote and Bind policy change.
- Advise that they may have to reset password.
- If there is still an issue after completing this update, the customer may have more than one profile. Use InfoSearch to search by name to determine if the PH had a previous account:



ant. Intranet
Customer Service | IT | Sales
SSearch
Insurity Home
Policy Center Home
Bolt Home
AJ Home

Policy Search

Policy Number:		Name:	Ruth Tabb
Account Number:		Phone:	
Customer Number:		Email:	
Home Address:			

Elephant

			Name	Updated	Domain	Source	Status	Policy#	Account#	Customer#	Address	Phone	Email	Start Date	End Date	Installment $	Term $
PC	Bolt	AJ	Ruth Tabb	10/16/2023 10:57 AM			Inforce	247-002-275-10	21863224		3307 4 th Avenue, Richmond, VA, 23222	804-503-6784	ruthtabb1955@gmail.com	8/16/2023	2/16/2024		
PC			Ruth Tabb	6/17/2022 2:19 PM			Cancelled	247-001-475-38	14504042	4f8161cd8	3204 Midlothian Tnpk, Apt V, Richmond, VA, 23224	804-503-6784	ruthmtabb1955@gmail.com	10/19/2018	10/19/2019		

What can be done on the Portal & App?

Portal vs. Mobile App

Updates will be made to this chart over time.

Key	
🟩	Available Feature
🟥	Unavailable
🟨	Will be added in a future release

Feature	Portal	Mobile App	Notes
Multi-factor authentication	🟩	🟩	
Biometrics (Face ID)	🟥	🟩	
Offline ID Cards	🟥	🟩	
Forgot/Reset password	🟩	🟩	Link to reset password email
Update Email	🟩	🟩	
Opt into SMS	🟩	🟩	
Update Phone Number	🟩	🟩	
Change garaging/mailing address	🟩	🟩	Can now be done on App!
Account deletion	🟥	🟩	Link to call Customer Care
Update account/email association (from prior cancelled policy)	🟥	🟥	Need to chat or call to do. If a new policy is started it will automatically be disassociated.
Download/fax/email ID cards + policy docs	🟩	🟩	
Upload policy or UW documents	🟥	🟥	Needs to be emailed to Care/UW
View UW Documents	🟩	🟩	*Banner will be shown UW needs something.
Request POC or LOE	🟩	🟥	
Add ID cards to Apple/Google Wallet	🟥	🟩	ID cards can be saved to Apple + Google Wallets from the app.
Process a Payment and Download the Receipt	🟩	🟩	Receipts can be downloaded on the portal in the payments section.
Reschedule a Payment	🟩	🟩	
Add/update a new card or ACH/EFT	🟩	🟩	
Switch to Bill Me	🟥	🟥	Need to chat or call in
Scan to add credit/debit card	🟥	🟩	
One-time use card (without saving to account)	🟩	🟩	
Apple/Google Pay	🟩	🟩	
Call Emergency Roadside	🟩	🟩	Link to call ERS
Track ERS Status	🟥	🟥	
Add/Change/Remove Coverage	🟩	🟩	
Add/Replace Vehicle	🟩	🟩	
Remove Vehicle	🟩	🟩	
Add Driver	🟩	🟩	
Remove Driver	🟥	🟥	Need to chat or call in
Add/Update Lienholder	🟩	🟩	Can now be done on App!
Sign Waivers (PIP/UM)	🟩	🟩	

Add/Update/Remove financial responsibility (SR22, FR44, FR19)	🟥	🟥	Need to chat or call in
Cancel Policy	🟥	🟥	Need to chat or call in
Reinstate recently cancelled policy (within the grace period)	🟩	🟩	
Reactivate cancelled policy (rewrite new term)	🟥	🟥	Need to call in
View saved quote draft	🟩	🟨	
Chat	🟩	🟨	
File a new claim (ENOL)	🟩	🟩	
View active claims	🟩	🟩	
Enter Claims Portal (use current features)	🟩	🟩	
Same Day Changes	🟩	🟩	New as of 1/9/2025

Claims Portal

Claims Portal

Policyholders may now manage their claims online! The following services will be available:

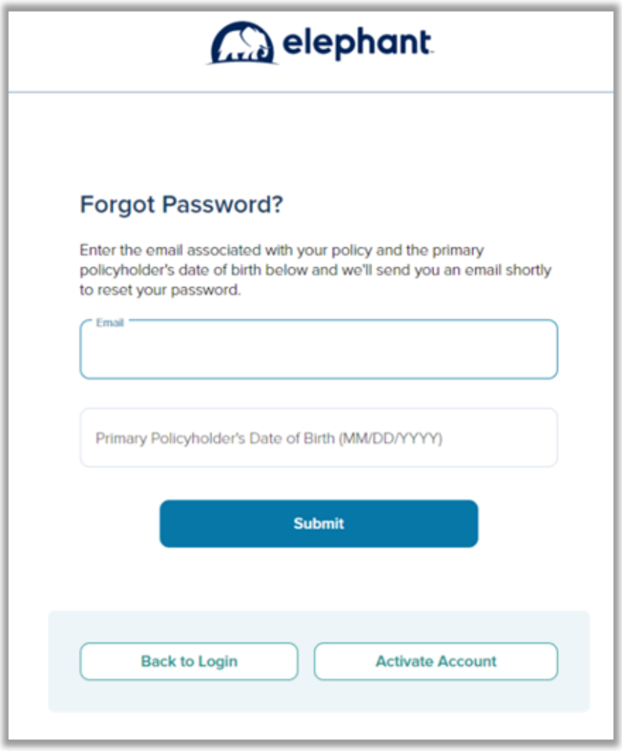
- Send and receive notes/documents
  - Adjusters will receive an activity notifying when customers send them notes or upload documents
- View claim status
- View relevant adjusters
- View Payments

Click here to view how the claims portal looks!

Password Resets

Password Resets

When customers need to reset their passwords on the portal, we require the email associated with the policy and the policyholder's date of birth. Passwords must be at least 8 characters and include one lowercase letter, uppercase letter and digit.

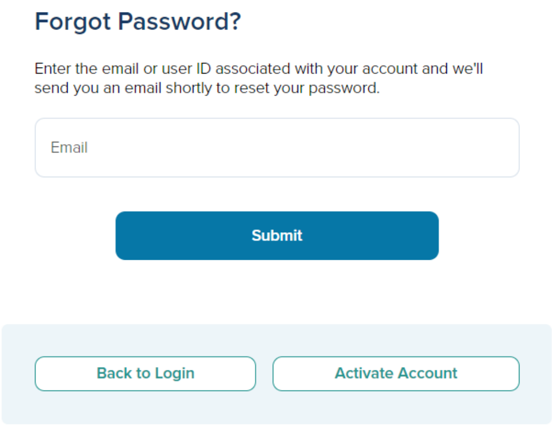

elephant

Forgot Password?

Enter the email associated with your policy and the primary policyholder's date of birth below and we'll send you an email shortly to reset your password.

Email
Primary Policyholder's Date of Birth (MM/DD/YYYY)
Submit
Back to Login
Activate Account

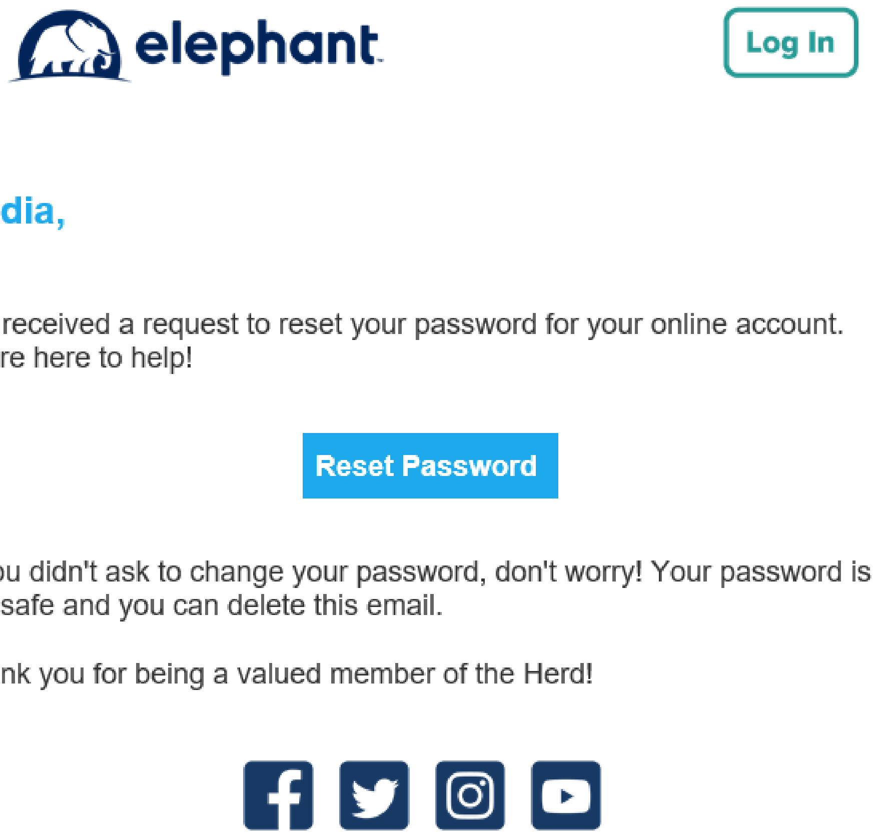
The customer may just see the email field:



Forgot Password?

Enter the email or user ID associated with your account and we'll send you an email shortly to reset your password.

Email
Submit
Back to Login
Activate Account


elephant
Log In

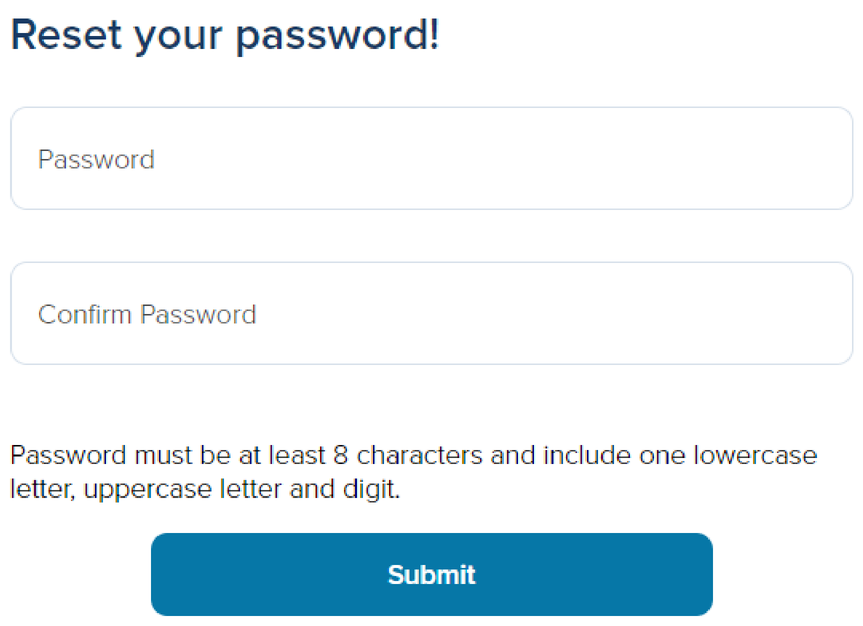
Nadia,

We received a request to reset your password for your online account. We're here to help!

Reset Password

If you didn't ask to change your password, don't worry! Your password is still safe and you can delete this email.

Thank you for being a valued member of the Herd!



Reset your password!

Password

Confirm Password

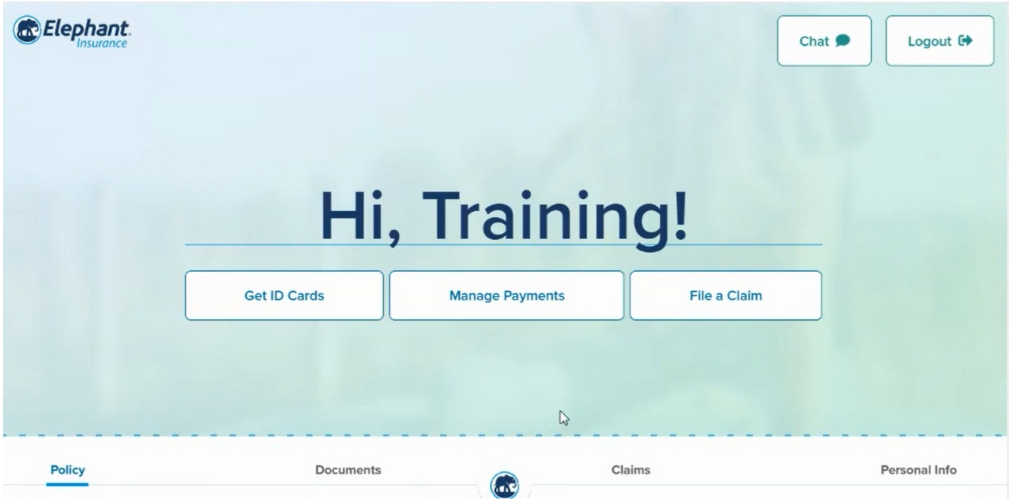
Password must be at least 8 characters and include one lowercase letter, uppercase letter and digit.

Portal Walkthrough Screenshots

Portal Walkthrough Screenshots

Adding a Driver

Once the customer logs into their portal they will land on their home page:

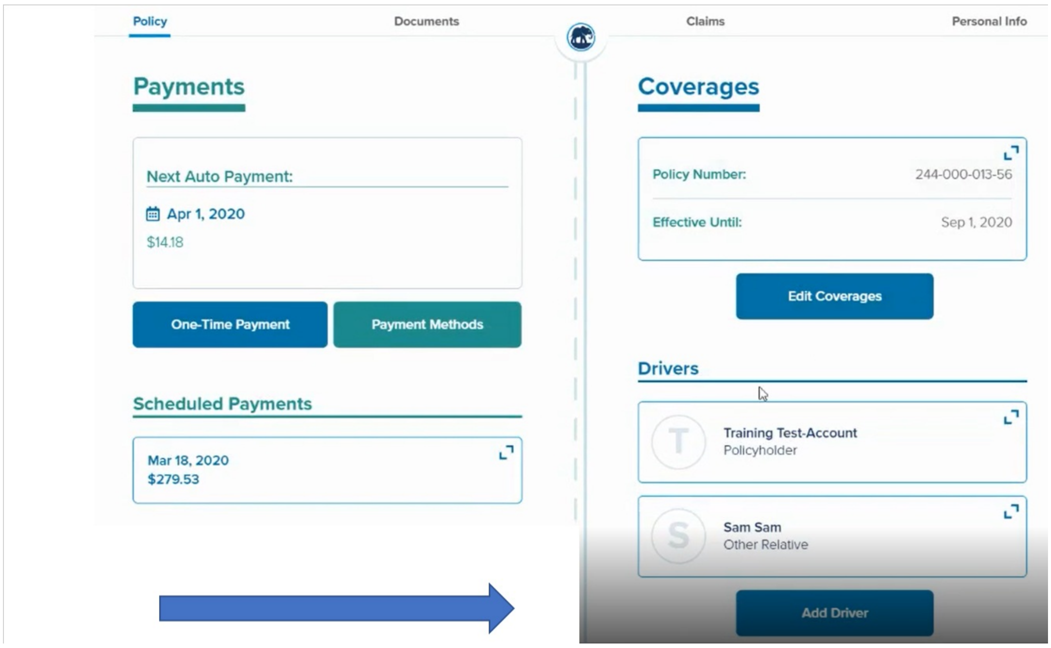


Hi, Training!

Elephant Insurance
Chat
Logout
Get ID Cards
Manage Payments
File a Claim
Policy
Documents
Claims
Personal Info

The customer will need to scroll down to where it says "Drivers" on the right-hand side

This will show all the drivers on the policy:


Policy
Documents
Claims
Personal Info
Payments
Coverages
One-Time Payment
Payment Methods
Edit Coverages
Scheduled Payments
Drivers
Add Driver

Next Auto Payment:
Apr 1, 2020
$14.18

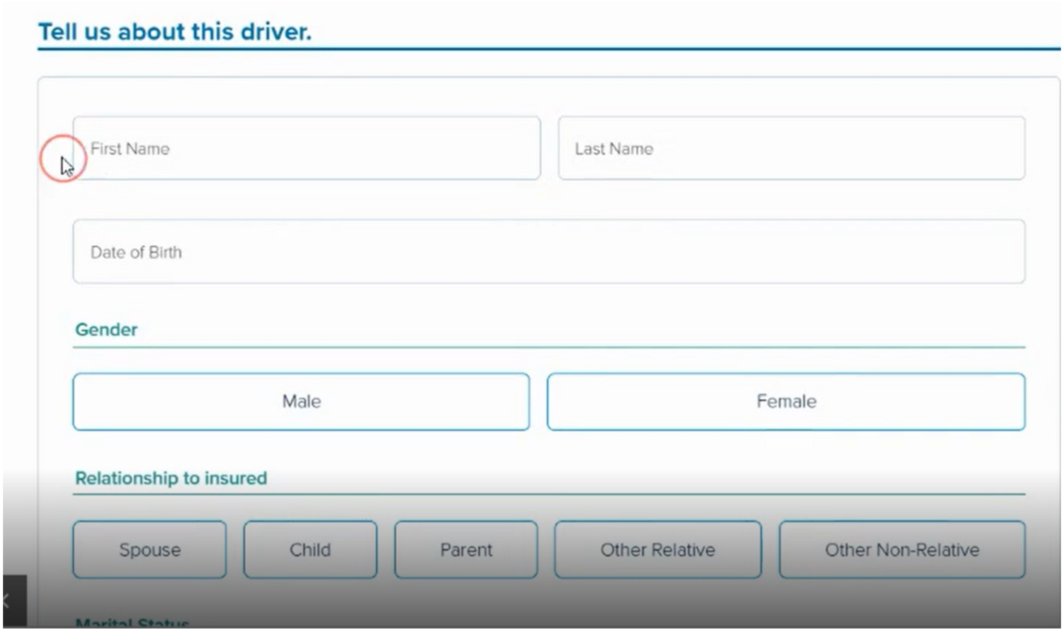
Mar 18, 2020
$279.53

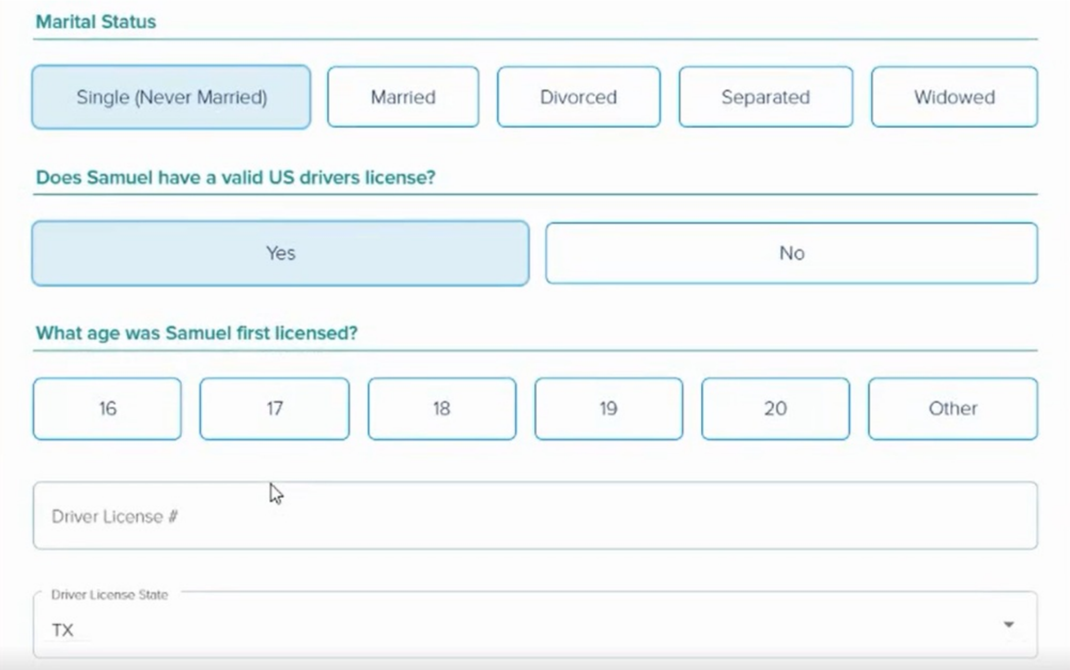
Policy Number: 244-000-013-56
Effective Until: Sep 1, 2020

Training Test-Account
Policyholder

Sam Sam
Other Relative

Once they click on "Add Driver" they will put in the driver information


Tell us about this driver.
First Name
Last Name
Date of Birth
Gender
Male
Female
Relationship to insured
Spouse
Child
Parent
Other Relative
Other Non-Relative
Marital Status



Marital Status

[✓ Single (Never Married)] Married Divorced Separated Widowed

Does Samuel have a valid US drivers license?

[✓ Yes] No

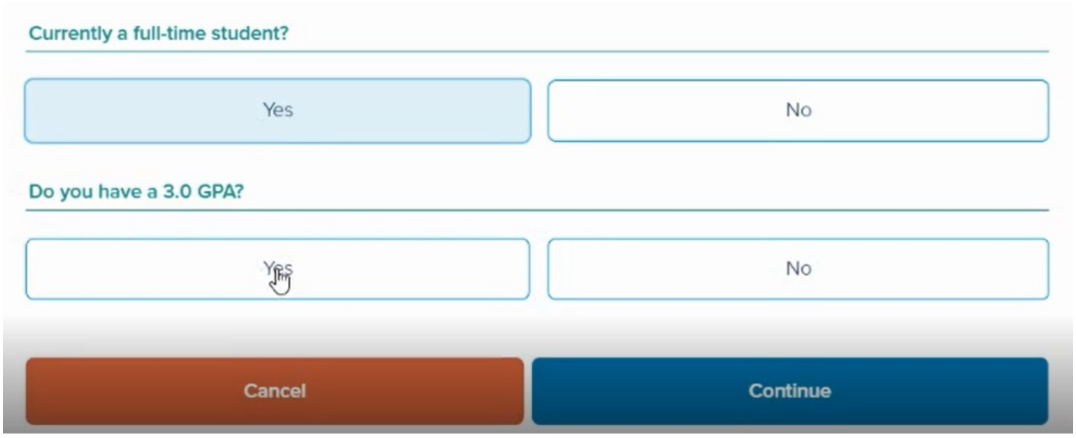
What age was Samuel first licensed?

16 17 18 19 20 Other

Driver License #

Driver License State

TX



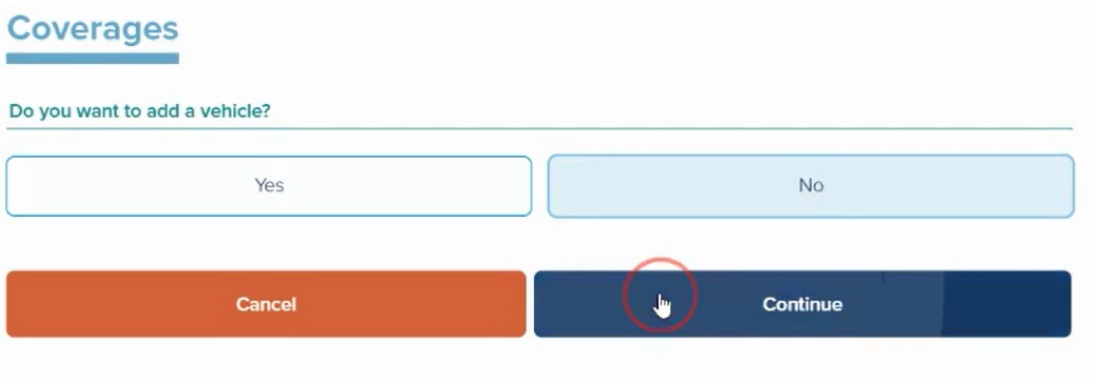
Currently a full-time student?

[✓ Yes] No

Do you have a 3.0 GPA?

Yes No

It will then ask the customer if they would like to add a vehicle as well, if they are just adding a driver they would just push "Continue"

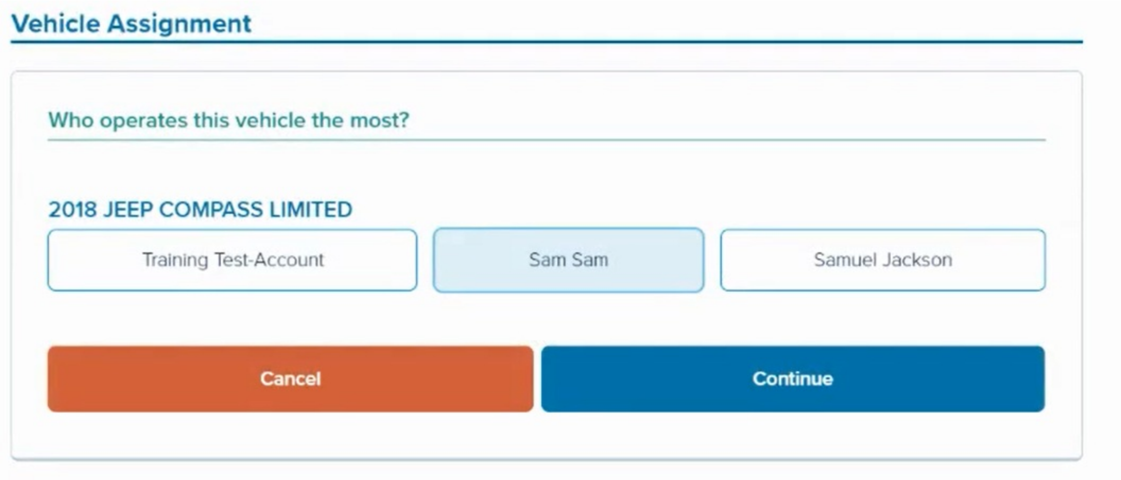


Coverages

Do you want to add a vehicle?

Yes [✓ No]

They will then need to do the driver assignments:



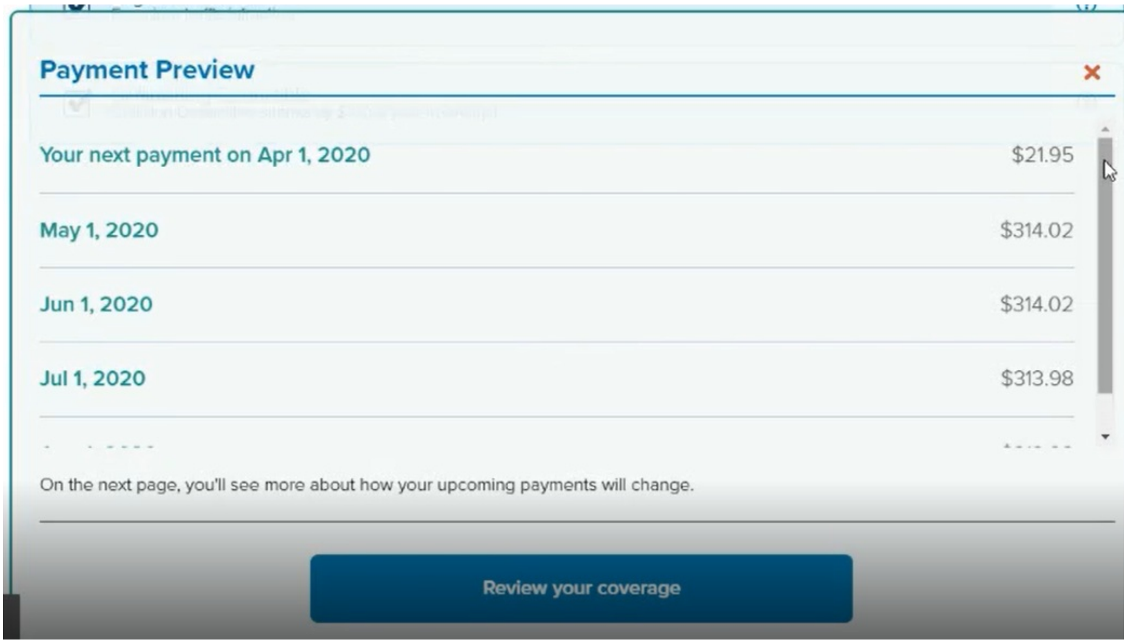
Vehicle Assignment

Who operates this vehicle the most?

2018 JEEP COMPASS LIMITED

Training Test-Account
Sam Sam
Samuel Jackson
Cancel
Continue

Once the customer selects "Update Quote" they will then see a screen with the change in premium:

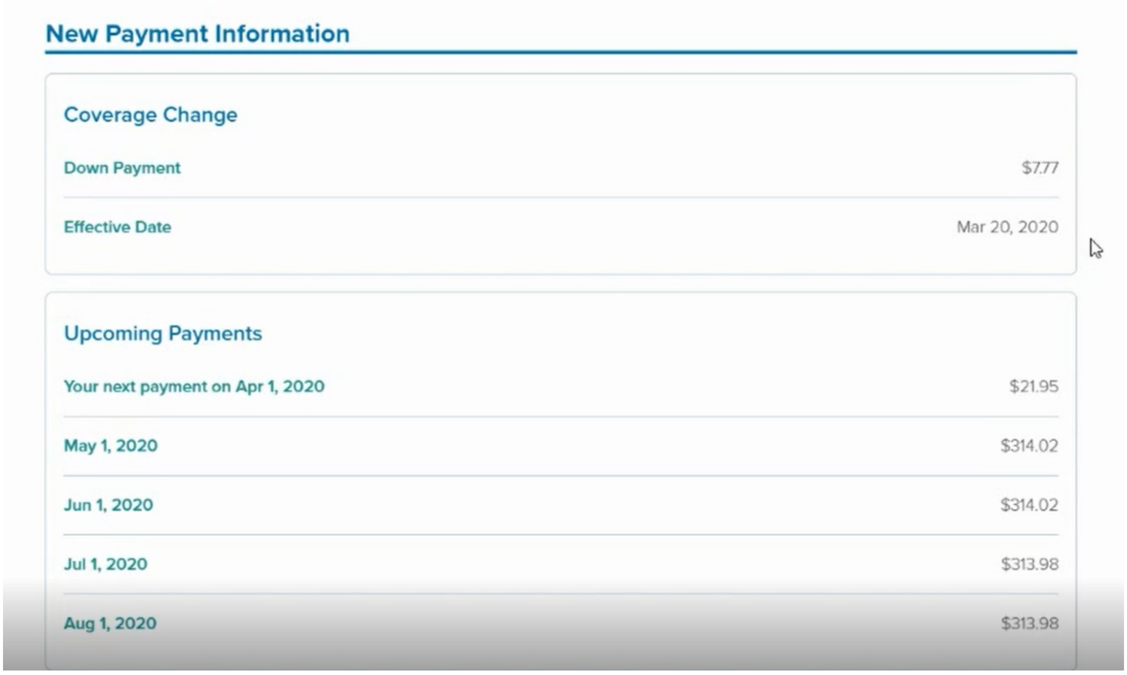


Payment Preview

Your next payment on Apr 1, 2020	$21.95
May 1, 2020	$314.02
Jun 1, 2020	$314.02
Jul 1, 2020	$313.98

On the next page, you'll see more about how your upcoming payments will change.

Review your coverage



New Payment Information

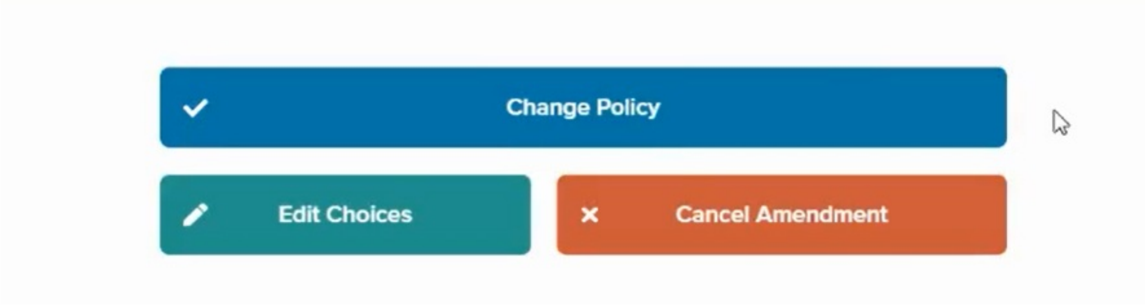
Coverage Change

Down Payment	$7.77
Effective Date	Mar 20, 2020

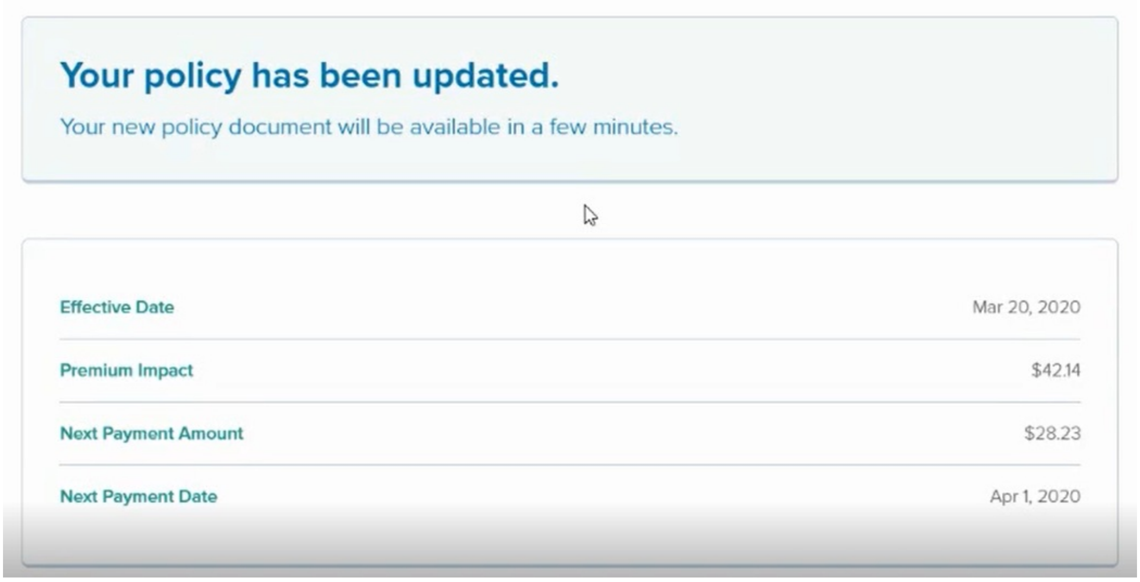
Upcoming Payments

Your next payment on Apr 1, 2020	$21.95
May 1, 2020	$314.02
Jun 1, 2020	$314.02
Jul 1, 2020	$313.98
Aug 1, 2020	$313.98

Once the customer reviews everything and is ready to make the change, they just need to select "Change Policy"


✓ Change Policy
Edit Choices
× Cancel Amendment

They will get this message to let them know the changes have been saved:



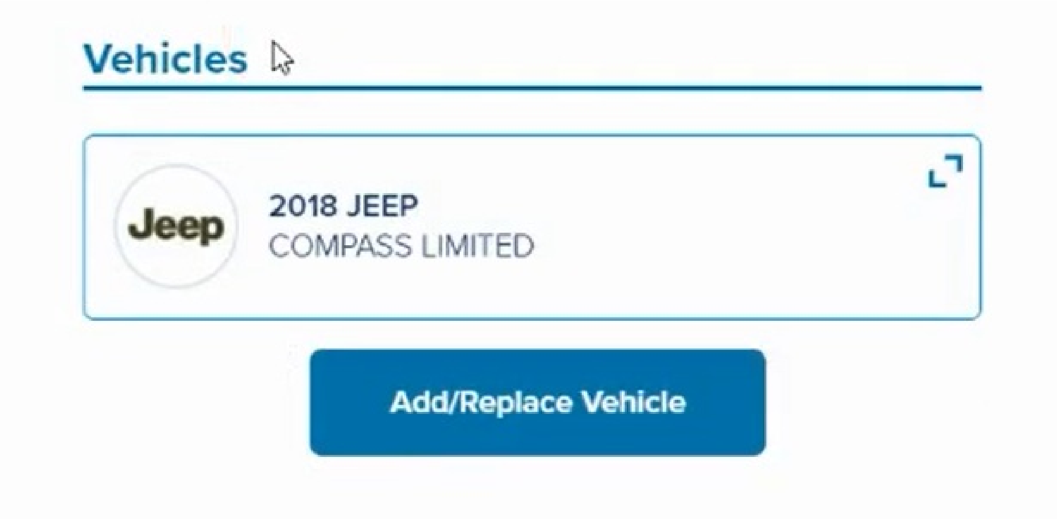
Your policy has been updated.

Your new policy document will be available in a few minutes.

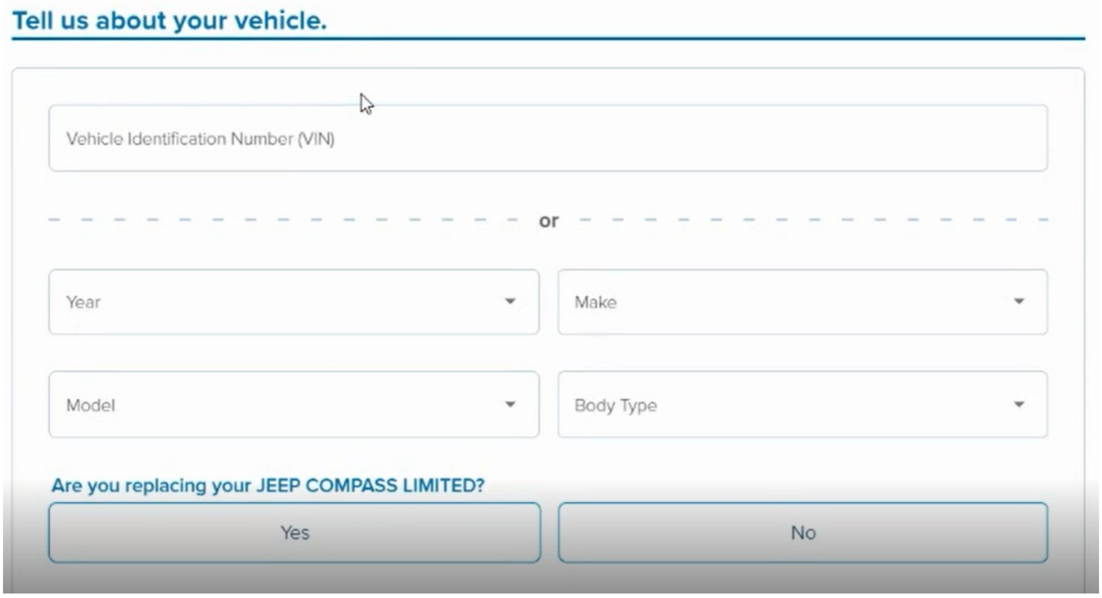
Effective Date	Mar 20, 2020
Premium Impact	$42.14
Next Payment Amount	$28.23
Next Payment Date	Apr 1, 2020

Adding and Replacing a Vehicle

The customer will need to scroll down on the bottom right side till they see "Vehicles"

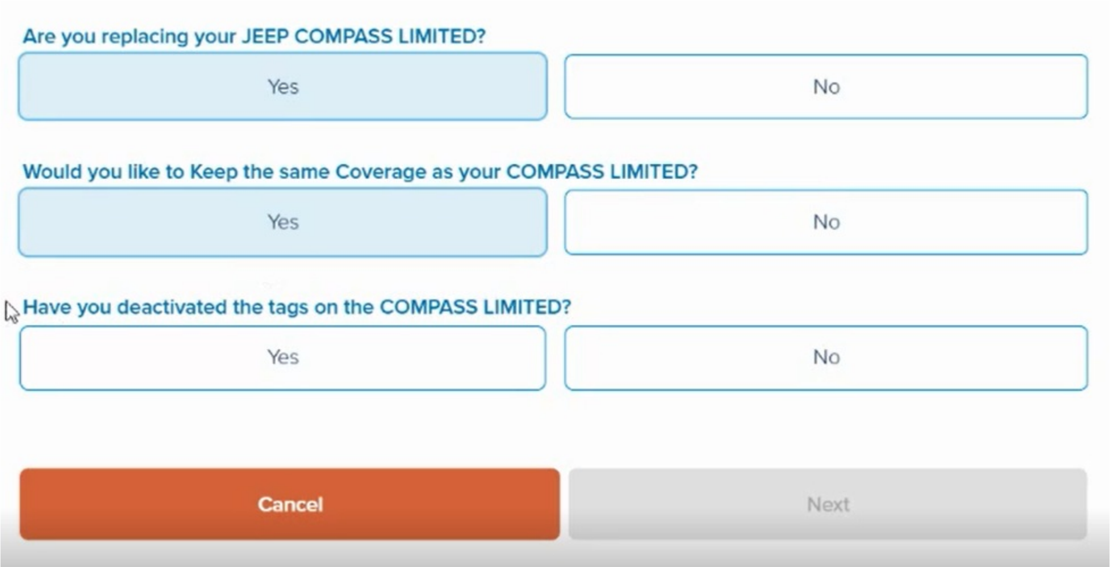

Vehicles
Jeep
2018 JEEP
COMPASS LIMITED
Add/Replace Vehicle

The customer will need to put in the Vehicle details:



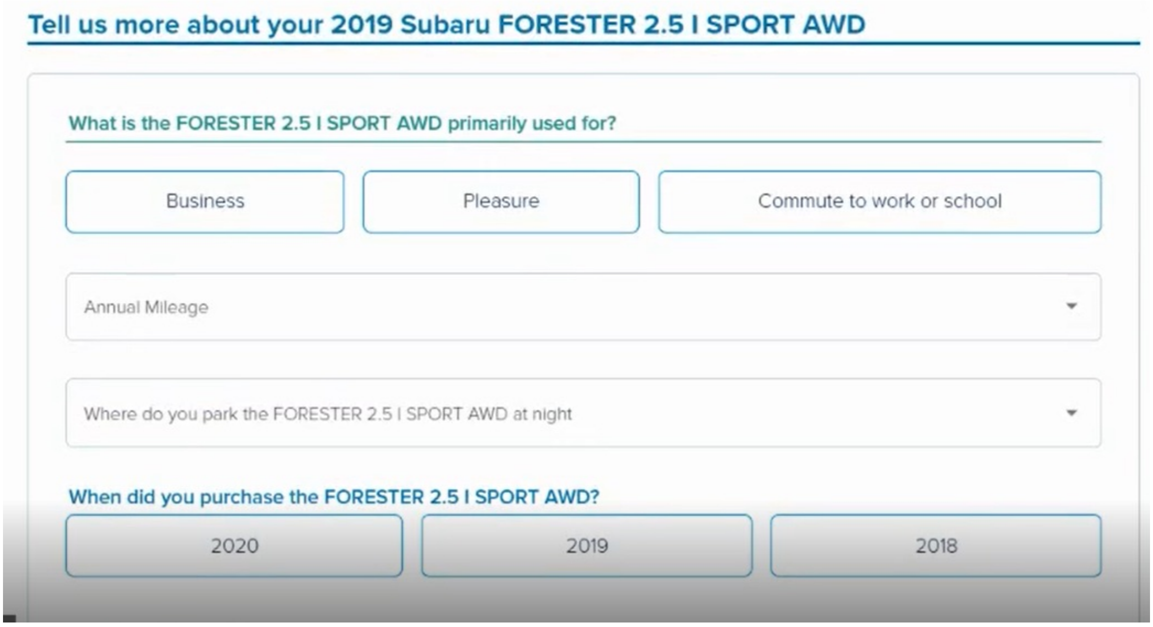
Tell us about your vehicle.
Vehicle Identification Number (VIN)
or
Year
Make
Model
Body Type
Are you replacing your JEEP COMPASS LIMITED?
Yes
No

If the customer wants to remove the existing vehicle and replace it with a new one they would select "Yes" and then will be prompted with this screen:



Are you replacing your JEEP COMPASS LIMITED?
Yes
No
Would you like to Keep the same Coverage as your COMPASS LIMITED?
Yes
No
Have you deactivated the tags on the COMPASS LIMITED?
Yes
No
Cancel
Next

If the customer just wants to add an additional vehicle they would just select "No" and will be prompted with this screen:



Tell us more about your 2019 Subaru FORESTER 2.5 I SPORT AWD

What is the FORESTER 2.5 I SPORT AWD primarily used for?

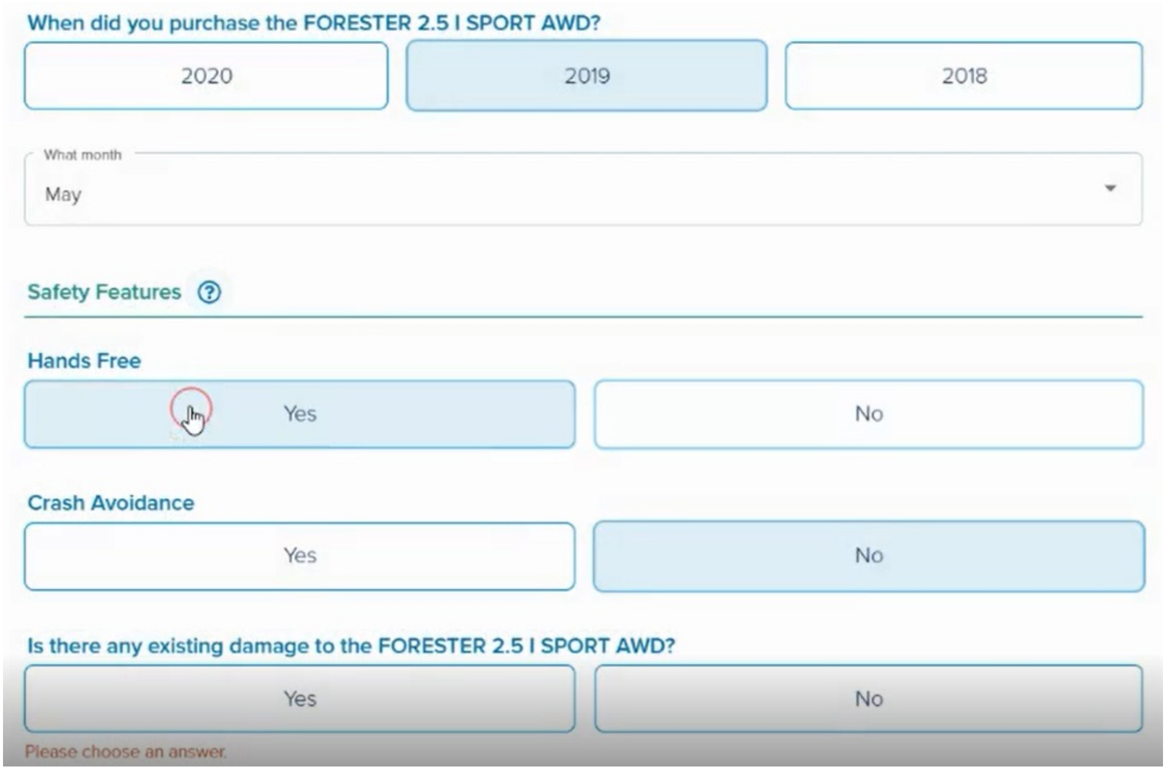
Business | Pleasure | Commute to work or school

Annual Mileage

Where do you park the FORESTER 2.5 I SPORT AWD at night

When did you purchase the FORESTER 2.5 I SPORT AWD?

2020 | 2019 | 2018



When did you purchase the FORESTER 2.5 I SPORT AWD?

2020 | [✓ 2019] | 2018

What month: May

Safety Features ?

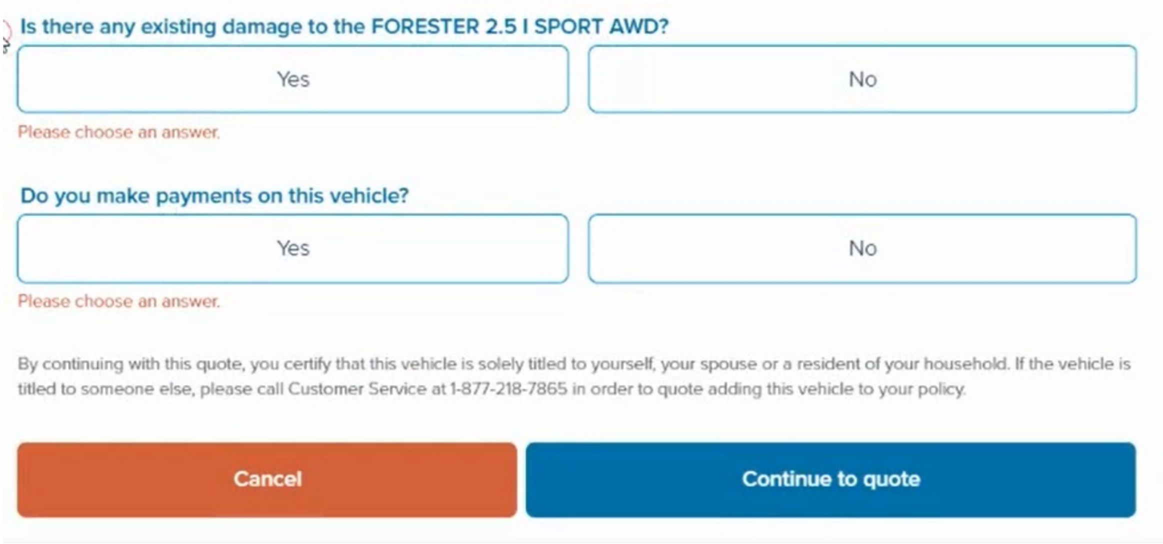
Hands Free: [✓ Yes] | No

Crash Avoidance: Yes | [✓ No]

Is there any existing damage to the FORESTER 2.5 I SPORT AWD?

Yes | No

Please choose an answer.


Is there any existing damage to the FORESTER 2.5 I SPORT AWD?

Yes
No

Please choose an answer.

Do you make payments on this vehicle?

Yes
No

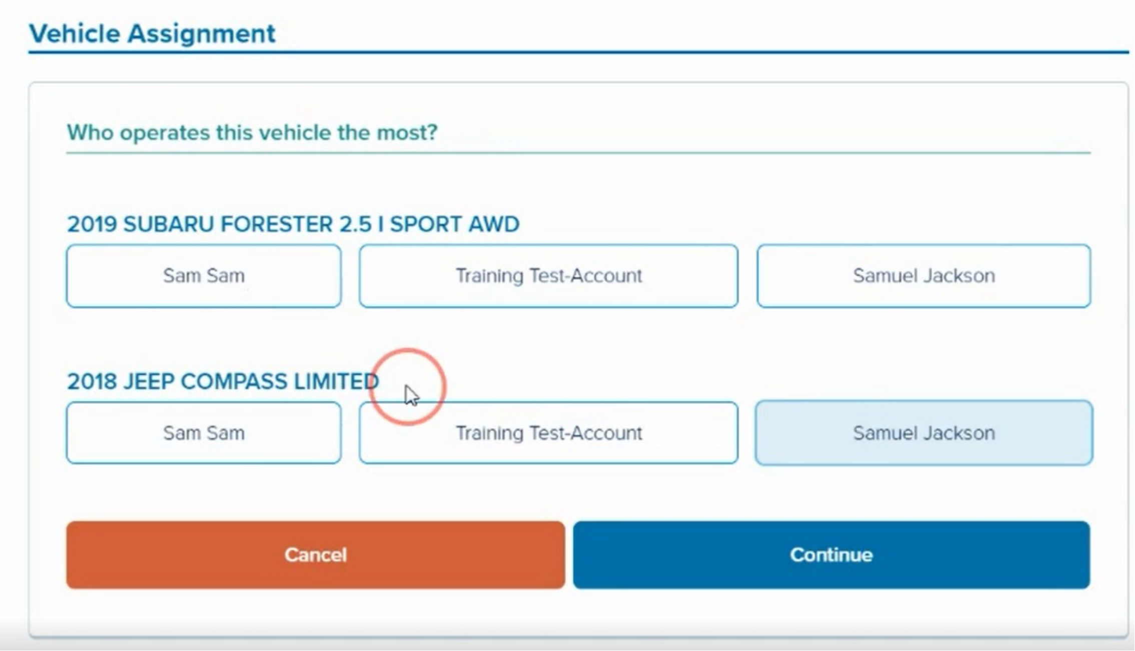
Please choose an answer.

By continuing with this quote, you certify that this vehicle is solely titled to yourself, your spouse or a resident of your household. If the vehicle is titled to someone else, please call Customer Service at 1-877-218-7865 in order to quote adding this vehicle to your policy.

Cancel
Continue to quote

Once they have filled in all the information they will click "Continue to quote"

The customer will be asked if they want to add another driver and then need to do the vehicle assignment:


Vehicle Assignment

Who operates this vehicle the most?

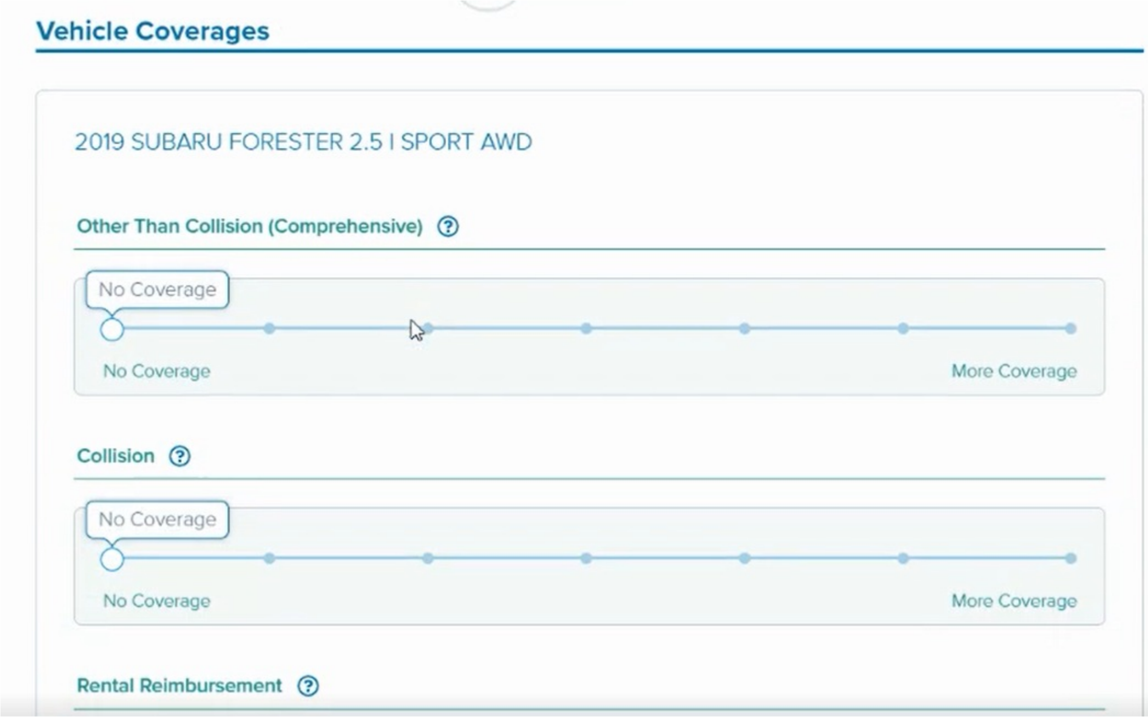
2019 SUBARU FORESTER 2.5 I SPORT AWD

Sam Sam
Training Test-Account
Samuel Jackson

2018 JEEP COMPASS LIMITED

Sam Sam
Training Test-Account
Samuel Jackson
Cancel
Continue

The customer will then need to select the vehicle coverage and then hit "Update Quote"



Vehicle Coverages

2019 SUBARU FORESTER 2.5 I SPORT AWD

Other Than Collision (Comprehensive) ?

No Coverage

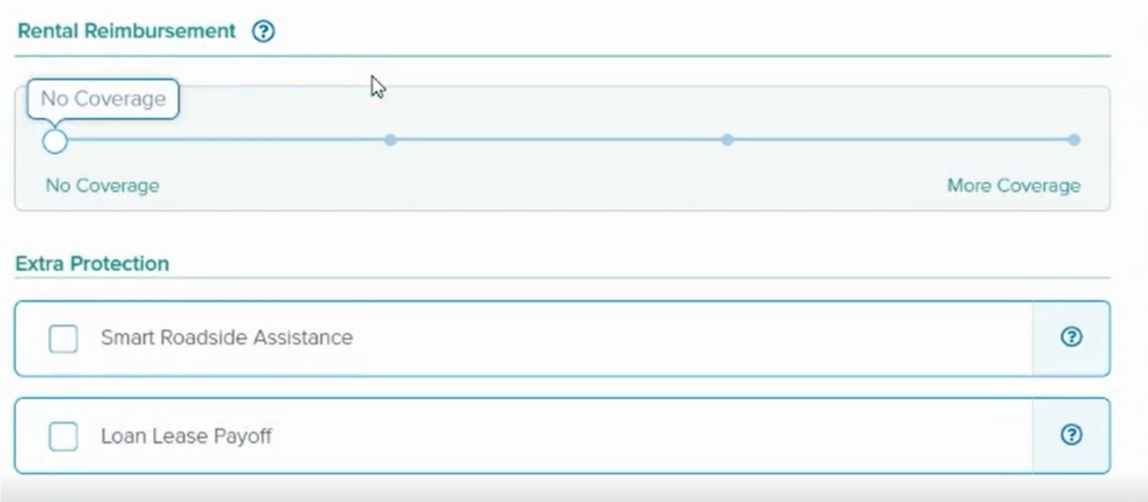
No Coverage
More Coverage

Collision ?

No Coverage

No Coverage
More Coverage

Rental Reimbursement ?



Rental Reimbursement ?

No Coverage

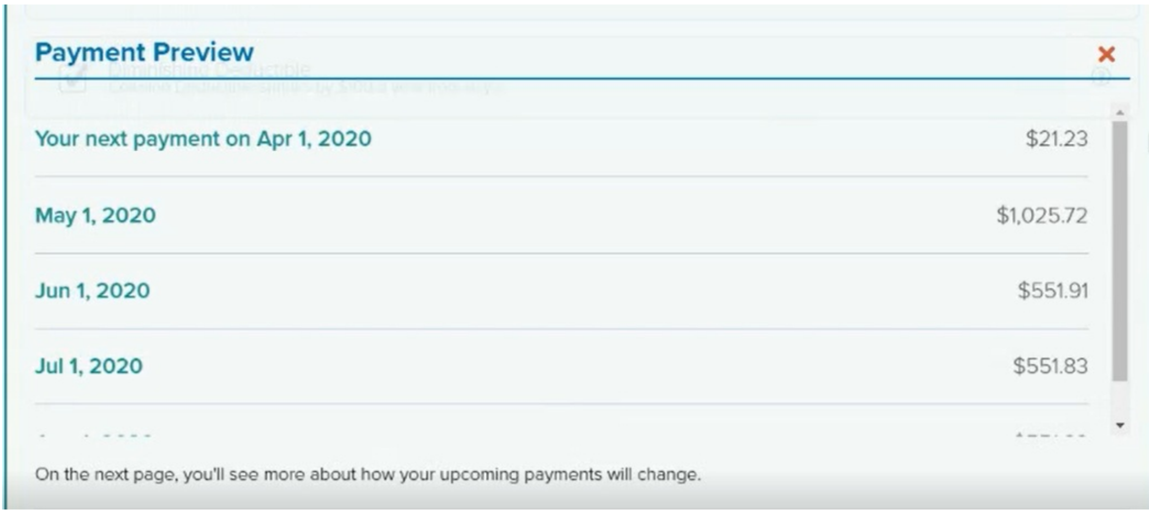
No Coverage
More Coverage

Extra Protection

☐ Smart Roadside Assistance

☐ Loan Lease Payoff

The customer will then see a preview of upcoming billing, if they are ok with the changes they would select "change policy"



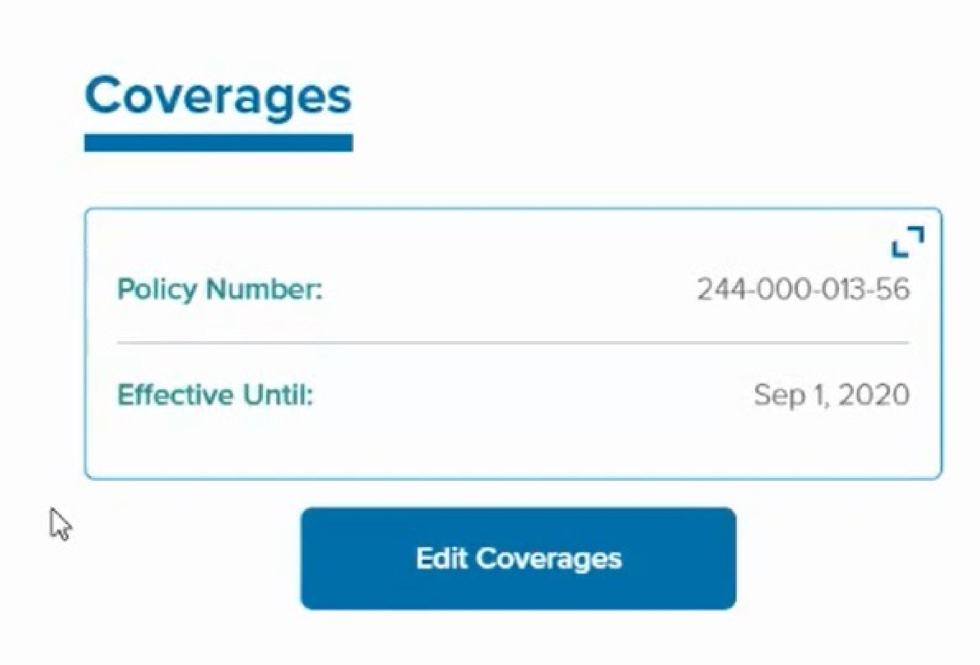
Payment Preview

Your next payment on Apr 1, 2020	$21.23
May 1, 2020	$1,025.72
Jun 1, 2020	$551.91
Jul 1, 2020	$551.83

On the next page, you'll see more about how your upcoming payments will change.

Adding/Changing Coverage

On the right top side, there will be an option to "Edit Coverages"



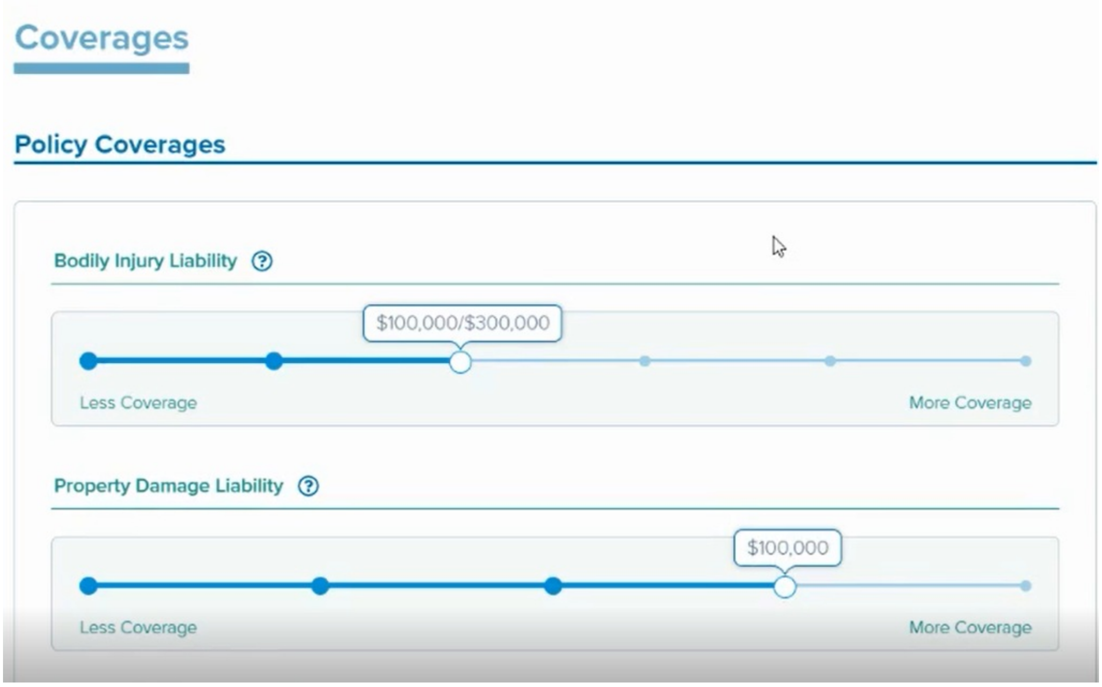
Coverages

Policy Number: 244-000-013-56

Effective Until: Sep 1, 2020

Edit Coverages

The customer has the option to edit Policy level coverages and vehicle coverages:



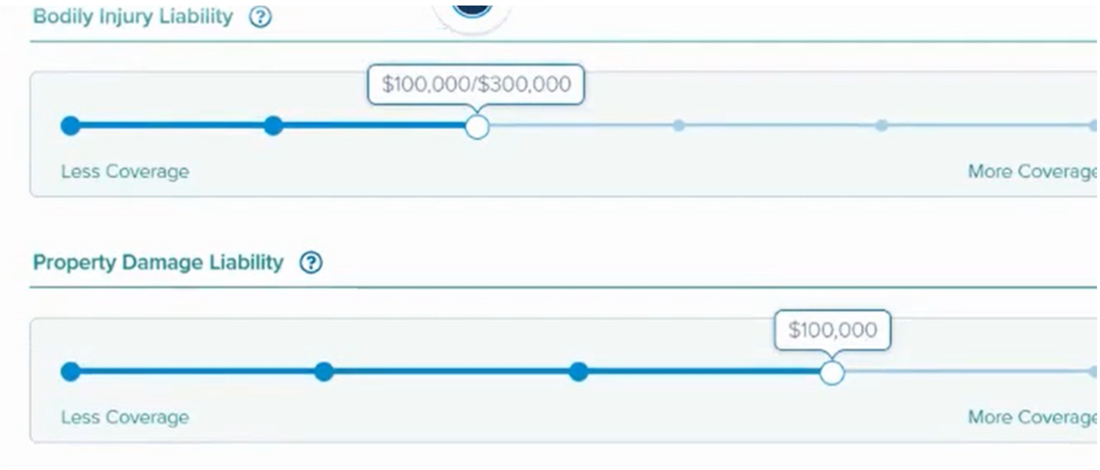
Coverages

Policy Coverages

Bodily Injury Liability: $100,000/$300,000

Property Damage Liability: $100,000

Less Coverage
More Coverage
Less Coverage
More Coverage



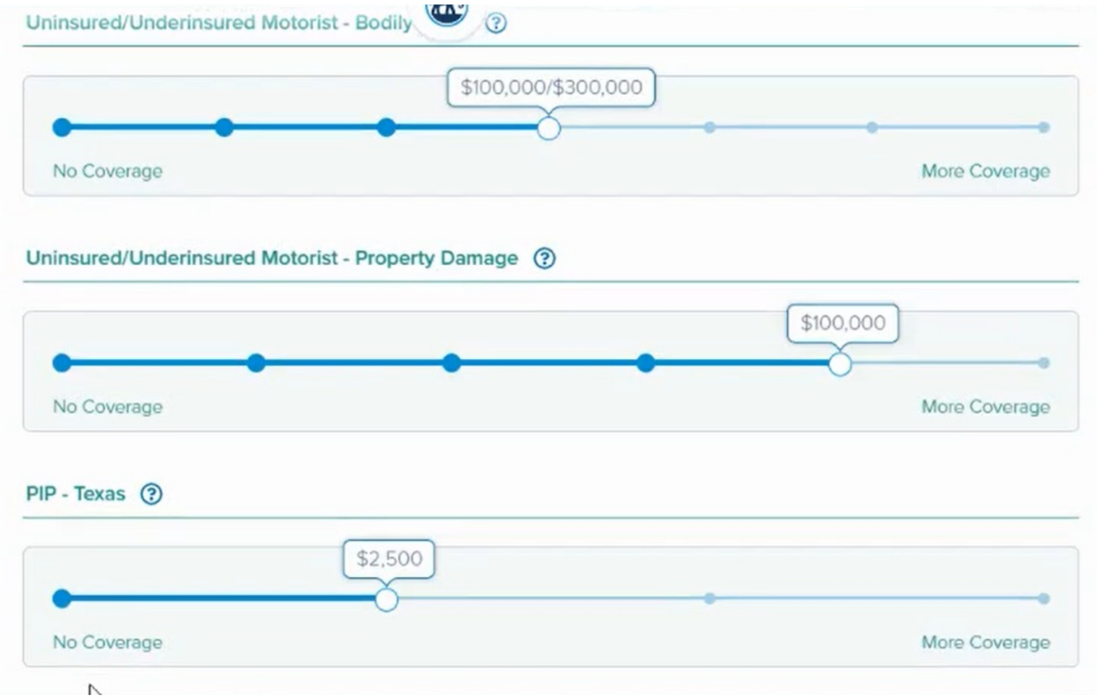
Bodily Injury Liability

$100,000/$300,000

Property Damage Liability

$100,000

Less Coverage
More Coverage
Less Coverage
More Coverage



Uninsured/Underinsured Motorist - Bodily

$100,000/$300,000

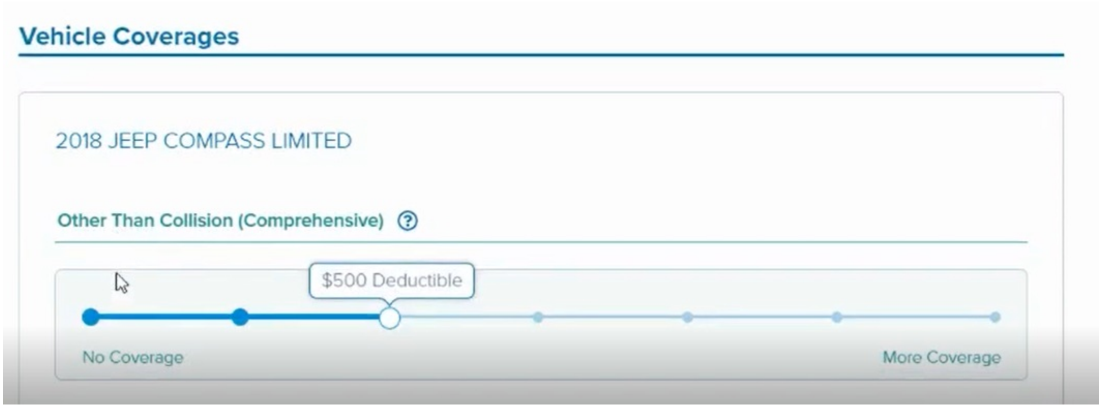
Uninsured/Underinsured Motorist - Property Damage

$100,000

PIP - Texas

$2,500

No Coverage
More Coverage
No Coverage
More Coverage
No Coverage
More Coverage



Vehicle Coverages

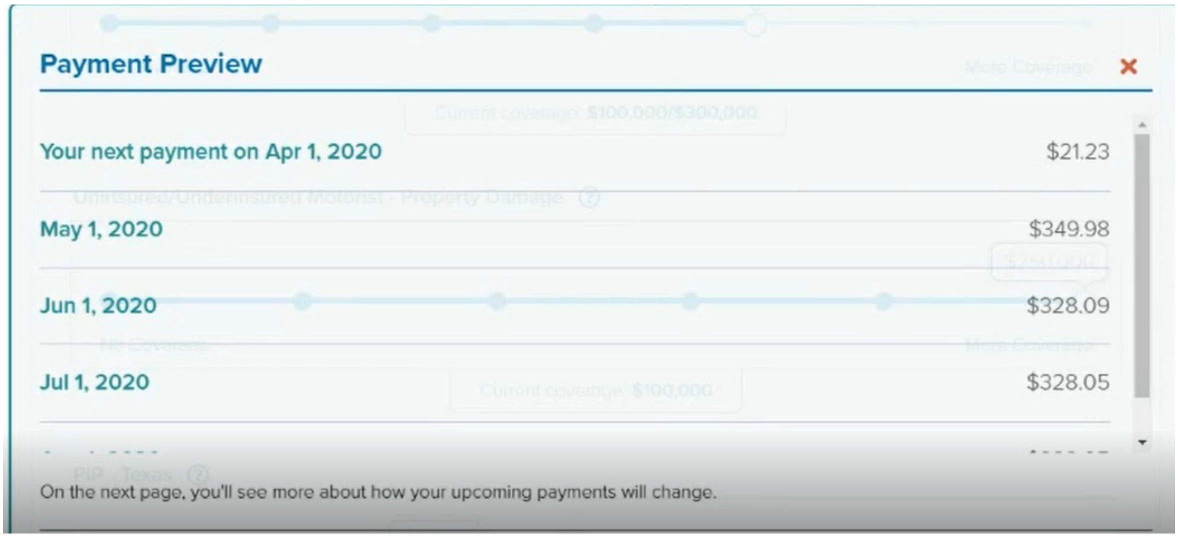
2018 JEEP COMPASS LIMITED

Other Than Collision (Comprehensive)

$500 Deductible

No Coverage
More Coverage

Once the customer has selected their coverages, they would select "update quote" this will show them a preview of billing changes:

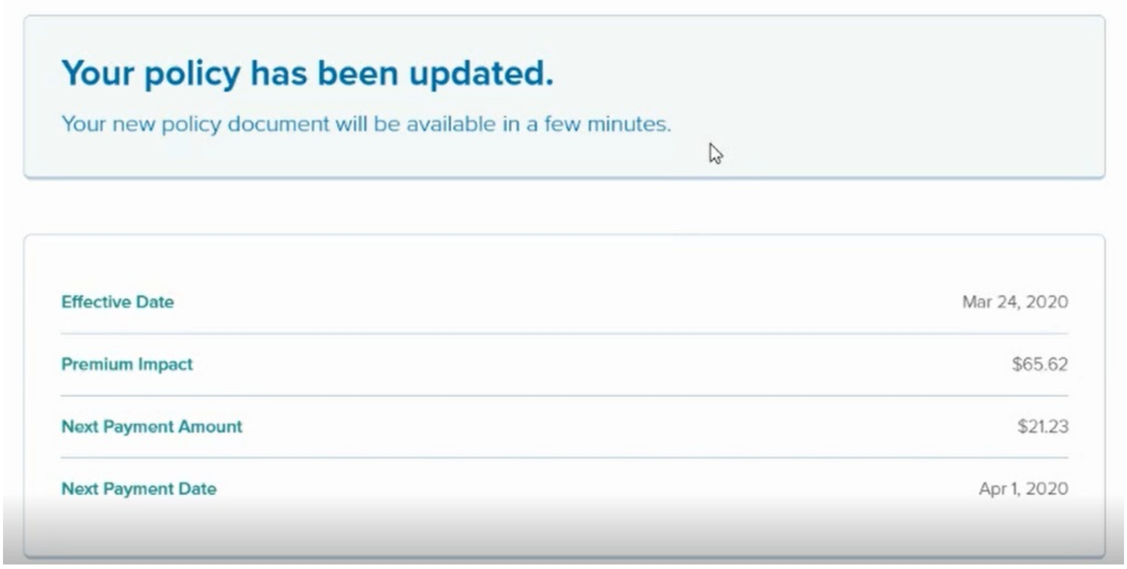


Payment Preview

Your next payment on Apr 1, 2020	$21.23
May 1, 2020	$349.98
Jun 1, 2020	$328.09
Jul 1, 2020	$328.05

On the next page, you'll see more about how your upcoming payments will change.

If the customer is ready to make changes they will select "Change Policy"



Your policy has been updated.

Your new policy document will be available in a few minutes.

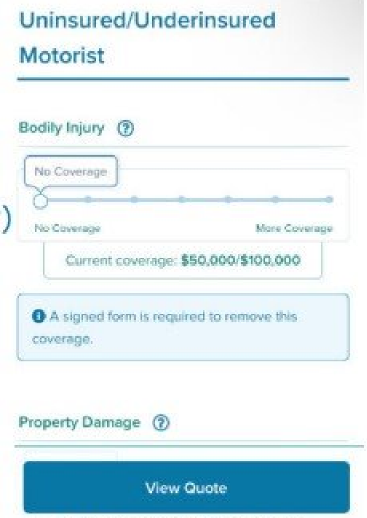
Effective Date	Mar 24, 2020
Premium Impact	$65.62
Next Payment Amount	$21.23
Next Payment Date	Apr 1, 2020

Removing Coverage that generates a waiver

When a customer elects to remove a coverage that generates a waiver document, this new feature prompts customers to review and sign that waiver on the Payment page of the CSP/Portal BEFORE processing the change.

This function is only

available for VA, TN, IN and TX.



Uninsured/Underinsured Motorist

Bodily Injury

No Coverage
No Coverage
More Coverage

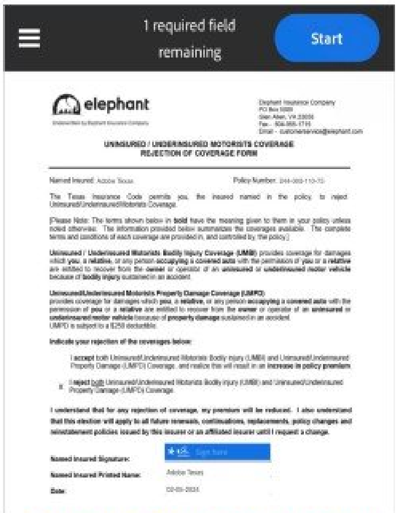
Current coverage: $50,000/$100,000

A signed form is required to remove this coverage.

Property Damage

View Quote

Removing Coverage



1 required field remaining

Start
elephant

UNINSURED / UNDERINSURED MOTORISTS COVERAGE
REJECTION OF COVERAGE FORM

Named Insured: Adobe Texas

The Texas Insurance Code permits you, the insured named in the policy, to reject Uninsured/Underinsured Motorists Coverage.

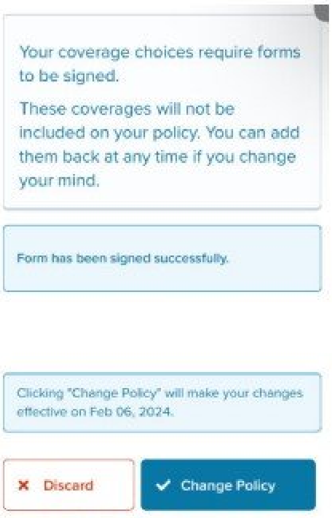
Indicate your rejection of the coverages below:

Named Insured Signature:

Named Insured Printed Name: Adobe Texas

Date:

Payment Page - Waiver iframe



Your coverage choices require forms to be signed.

These coverages will not be included on your policy. You can add them back at any time if you change your mind.

Form has been signed successfully.

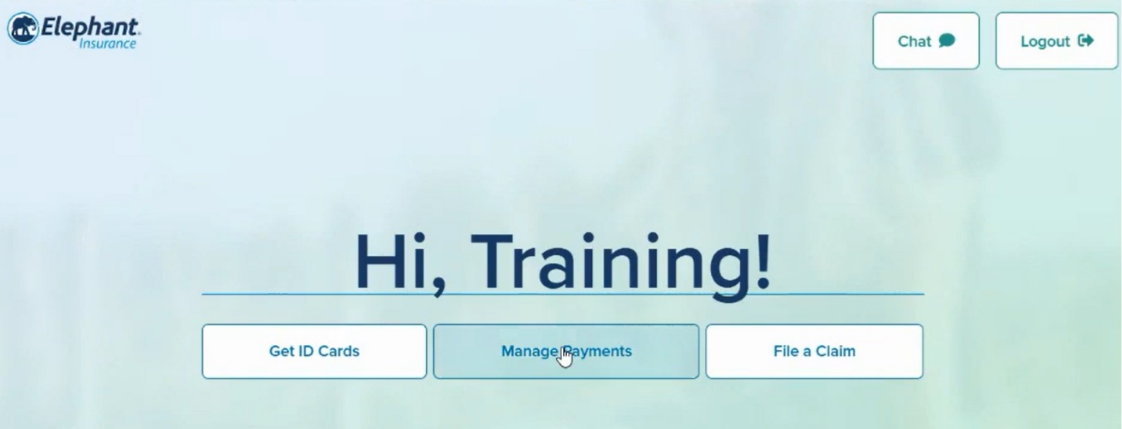
Clicking "Change Policy" will make your changes effective on Feb 06, 2024.

✕ Discard
✓ Change Policy

Once Signed Successfully

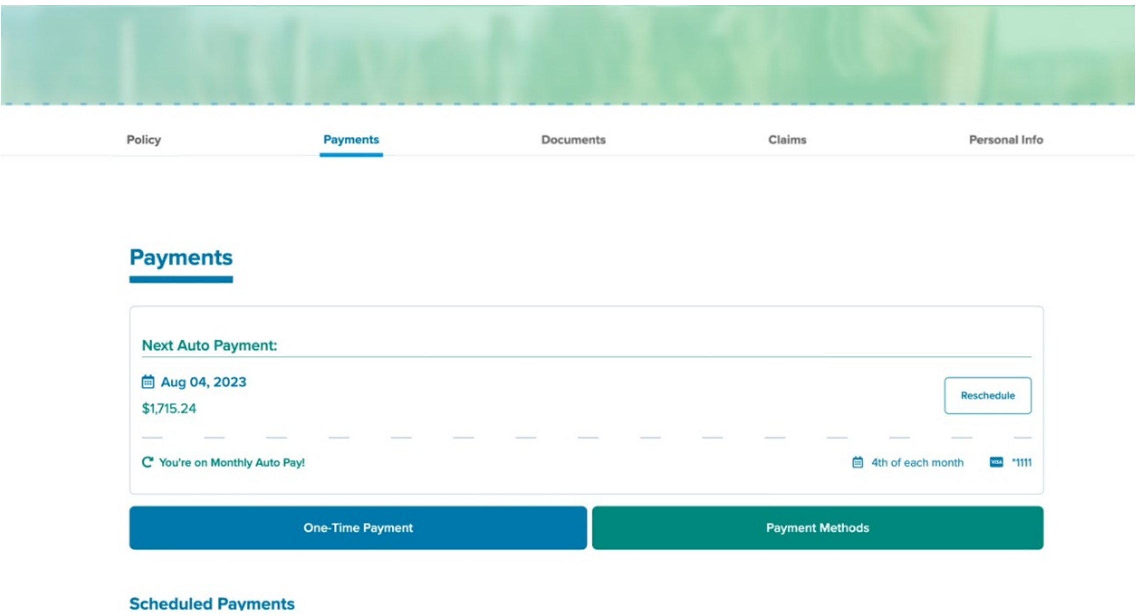
Making Payments/Update Payment Method

Once the customer is logged into the portal they will select "Manage Payments"



Elephant Insurance
Chat
Logout
Hi, Training!
Get ID Cards
Manage Payments
File a Claim

The customer will then be directed to the payments screen. As of 09/06/2023, this is located on a separate tab.


Policy
Payments
Documents
Claims
Personal Info
Payments
Reschedule
One-Time Payment
Payment Methods
Scheduled Payments

Next Auto Payment:

Aug 04, 2023

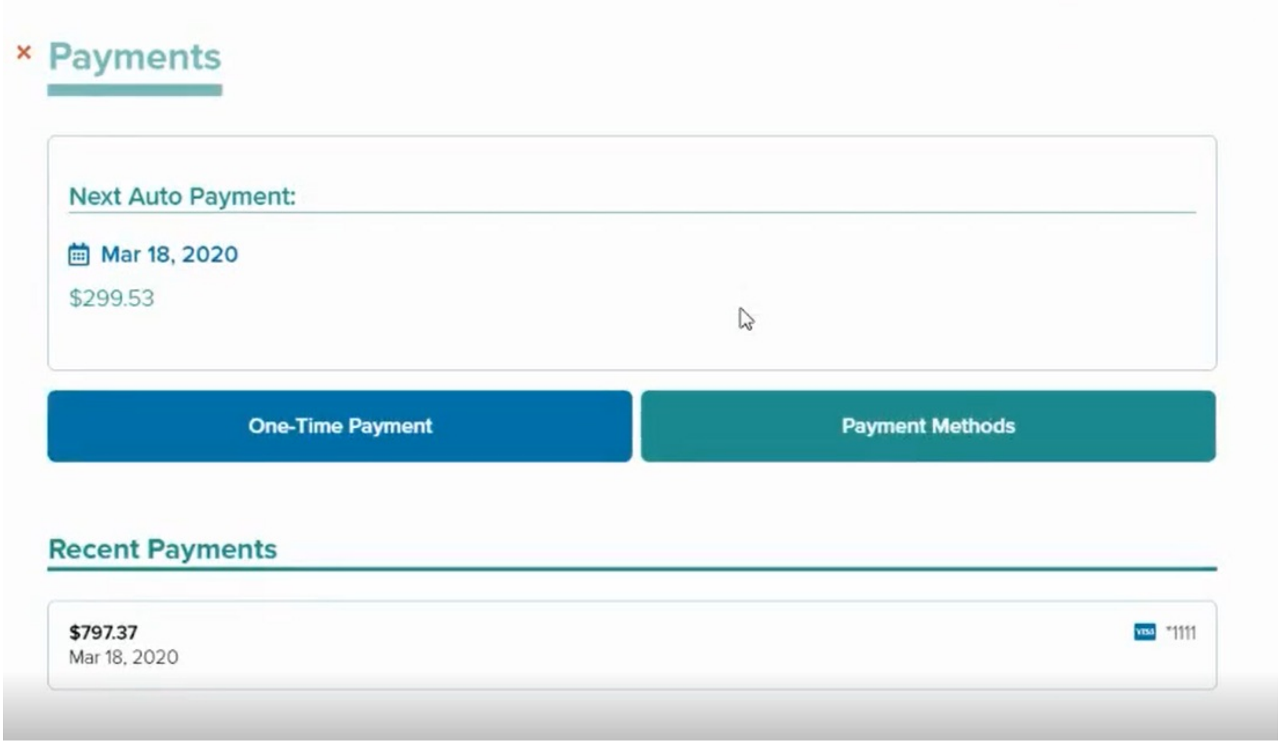
$1,715.24

You're on Monthly Auto Pay!

4th of each month

*1111

Here they can make a one-time payment, update the payment method and see recent payments:


×
Payments
One-Time Payment
Payment Methods
Recent Payments

Next Auto Payment:

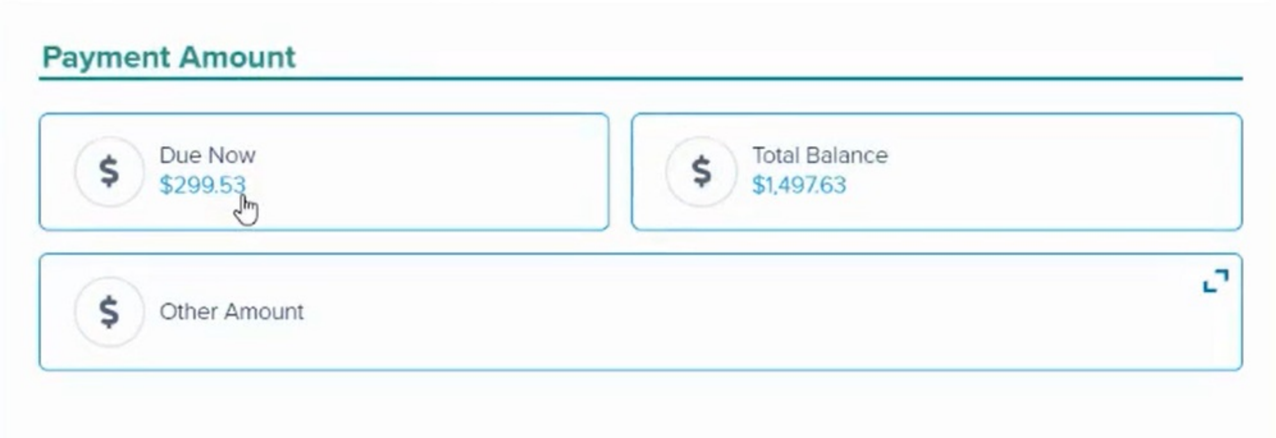
Mar 18, 2020

$299.53

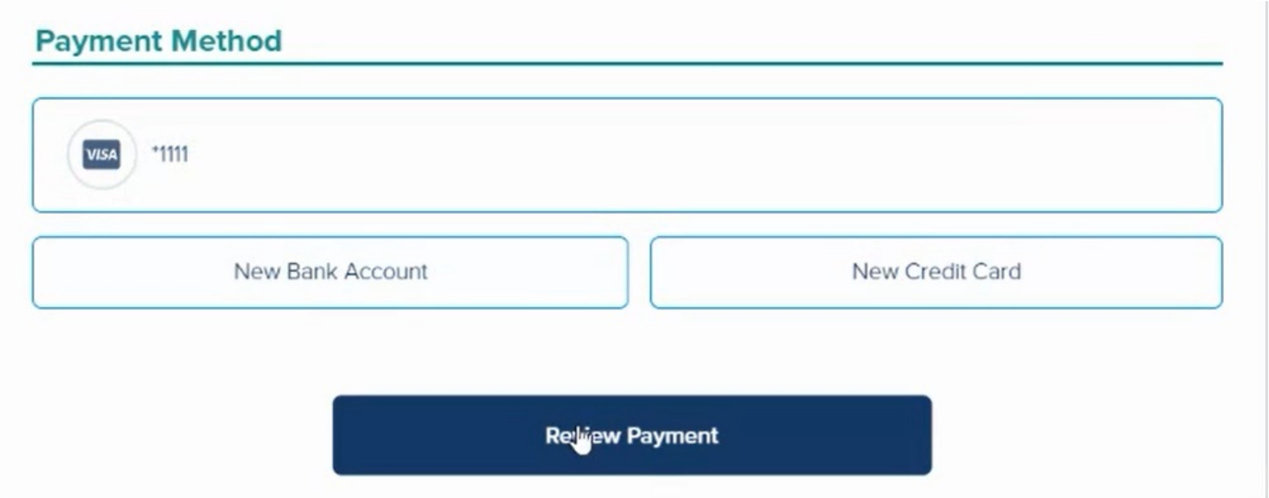
$797.37 *1111

Mar 18, 2020

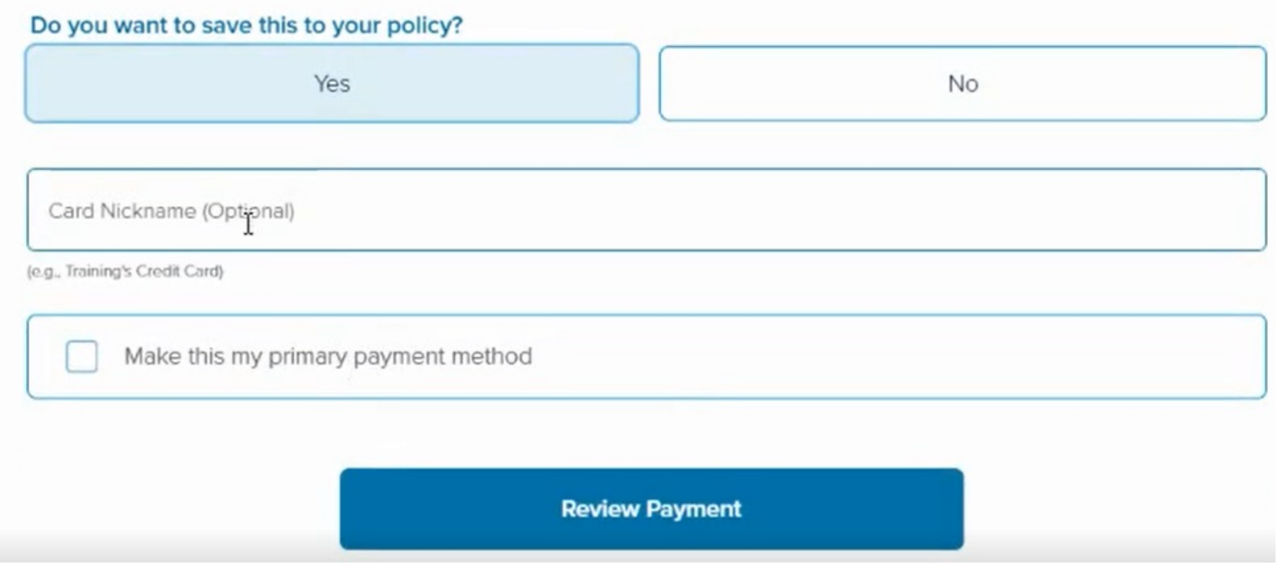
If the customer is just looking to make a payment, they will select "One-Time Payment" This will show them the amount due and if they want to make a partial payment they can click "other amount"


Payment Amount
Due Now
$299.53
Total Balance
$1,497.63
Other Amount

Once the customer selects the payment amount they will review the payment and payment method, they can also use a different payment method here:


Payment Method
VISA
*1111
New Bank Account
New Credit Card
Review Payment

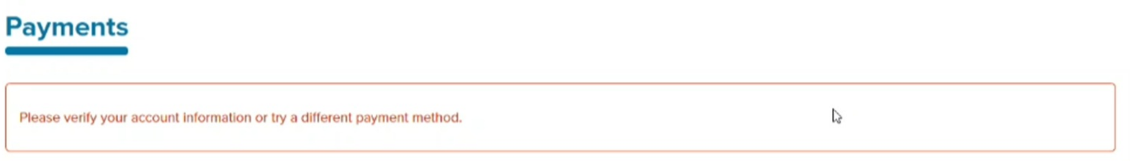
If the customer would like to add this payment method on file they will select "yes" If the customer wants to make this their primary payment method, they need to check the box "Make this my primary method"


Do you want to save this to your policy?
Yes
No
Card Nickname (Optional)
(e.g., Training's Credit Card)
☐ Make this my primary payment method
Review Payment

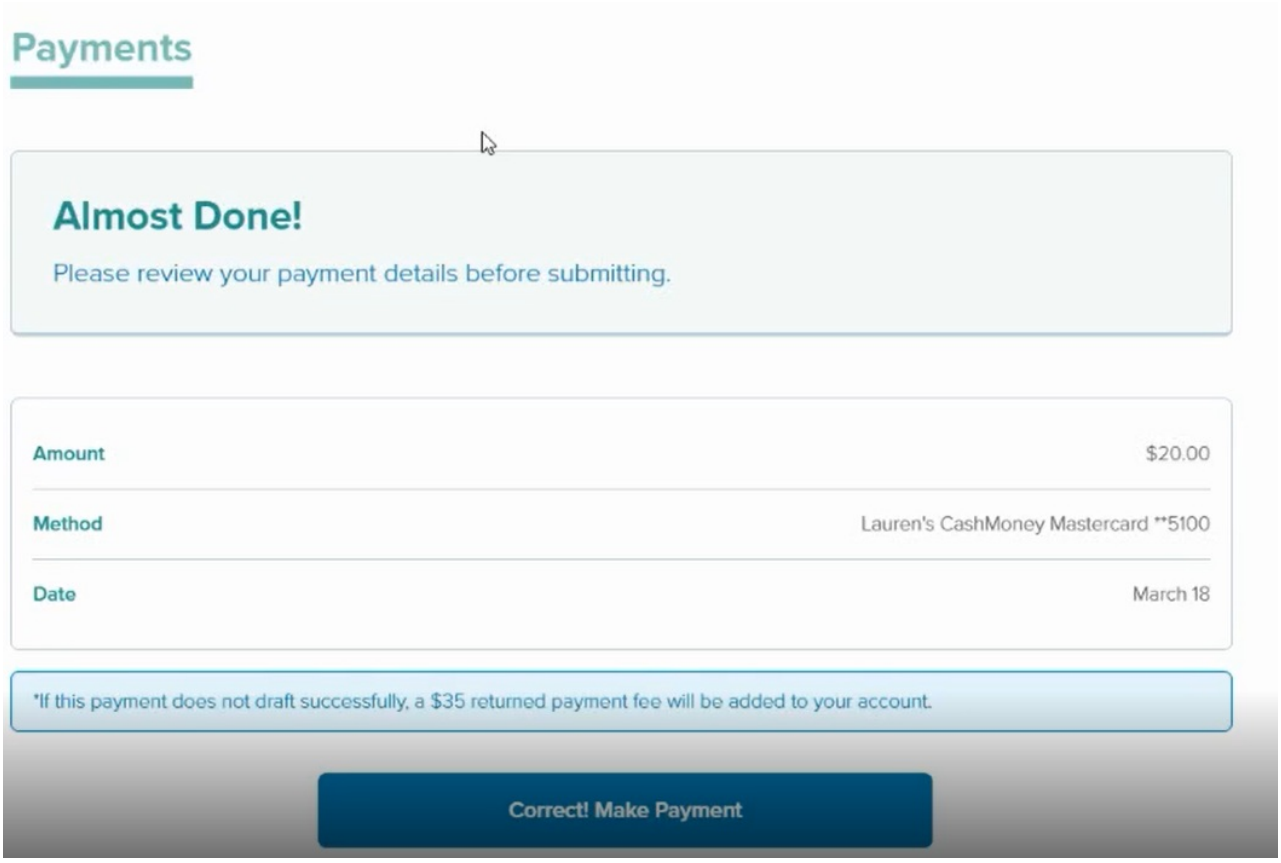
It is important to know that the payment is **NOT** finalized until the customer selects "Correct! Make Payment"

If the customer is entering ACH information for the first time on file, we have a new validation system in place to ensure the account matches what the customer gave us. If the ACH was not entered correctly, or for some other reason cannot be validate at the moment, the customer will see an error message like the one below:

This appears before the "Almost Done" page



Please verify your account information or try a different payment method.



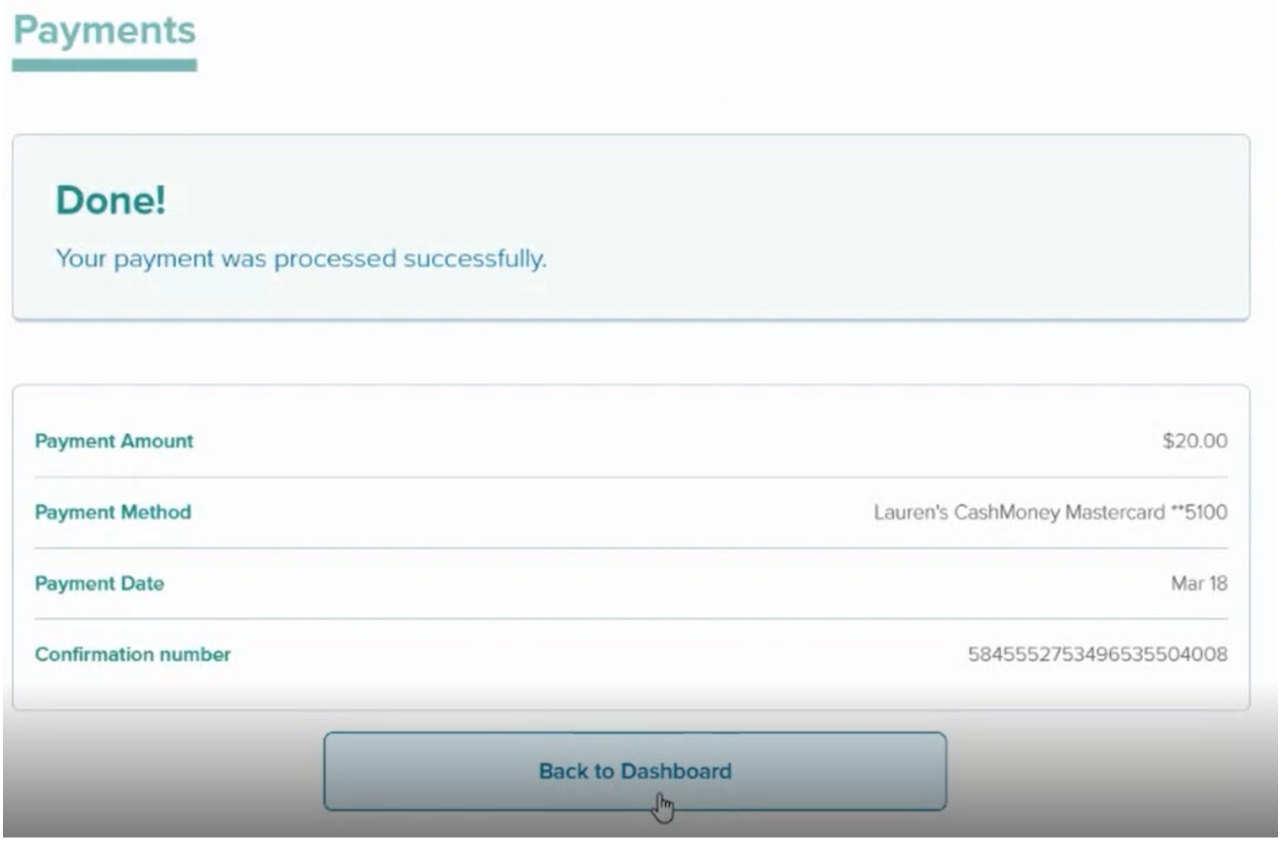
Almost Done!

Please review your payment details before submitting.

Amount	$20.00
Method	Lauren's CashMoney Mastercard **5100
Date	March 18

*If this payment does not draft successfully, a $35 returned payment fee will be added to your account.

The customer will know they have made a payment once they see this screen:



Payments

Done!

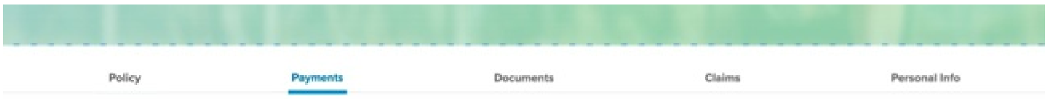
Your payment was processed successfully.

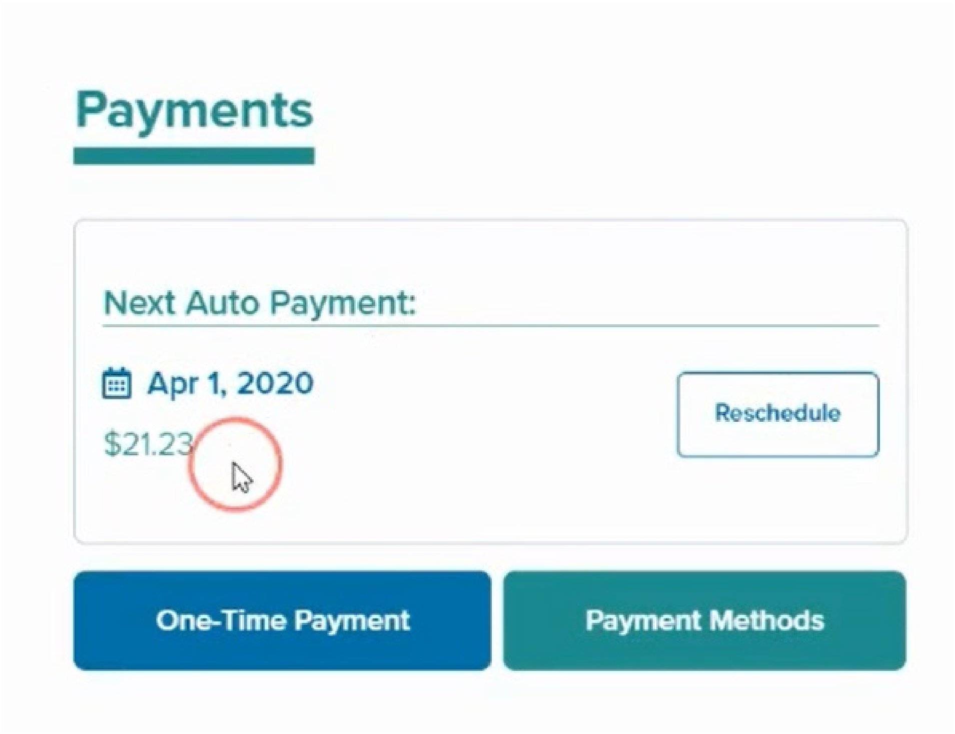
Payment Amount	$20.00
Payment Method	Lauren's CashMoney Mastercard **5100
Payment Date	Mar 18
Confirmation number	5845552753496535504008

Back to Dashboard

Postponing Payments

Once the customer is logged into their portal they can view and manage payments by selecting the Payments tab:


Policy
Payments
Documents
Claims
Personal Info



Payments

Next Auto Payment:

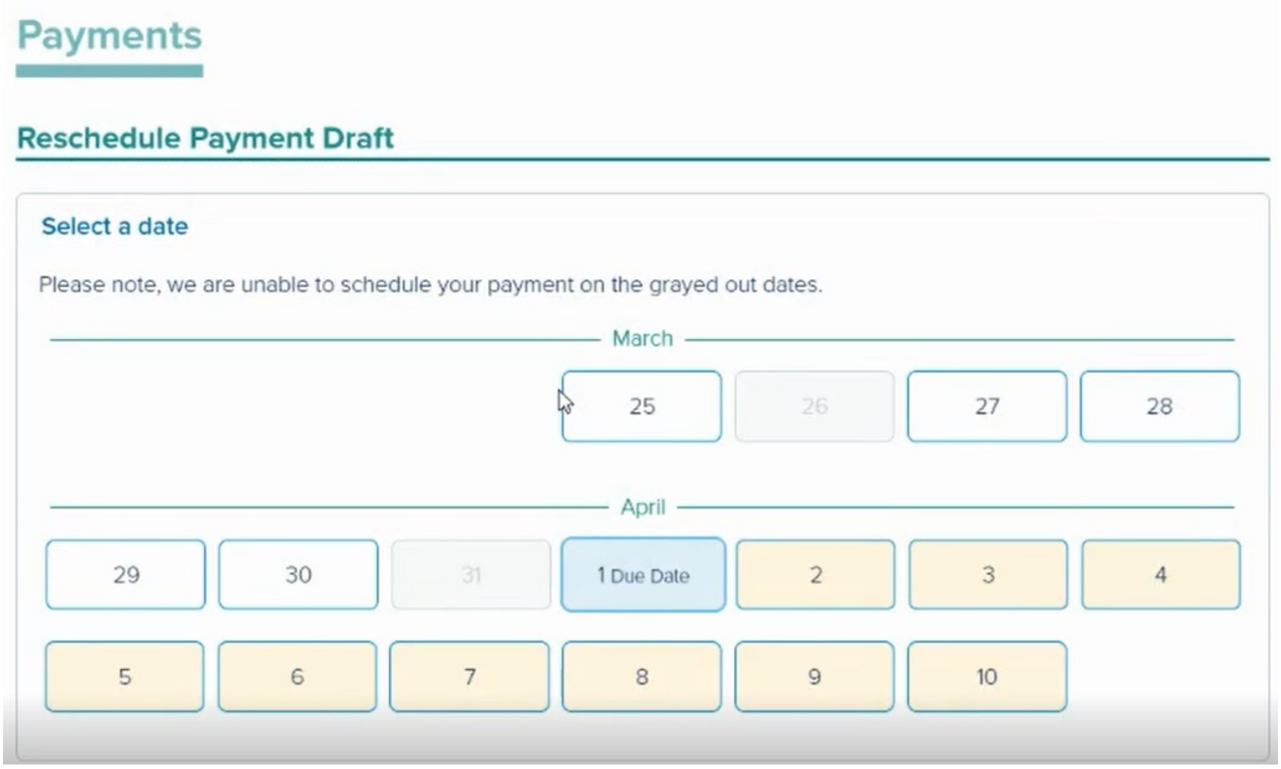
Apr 1, 2020

$21.23

Reschedule
One-Time Payment
Payment Methods

If the customer selects "Reschedule", this will show the dates they can schedule their payment to draft. Any grayed-out dates are not eligible.

Please remember the payment needs to be at least 48 hours in advance; they can not reschedule payment for the next day:



Payments

Reschedule Payment Draft

Select a date

Please note, we are unable to schedule your payment on the grayed out dates.

March

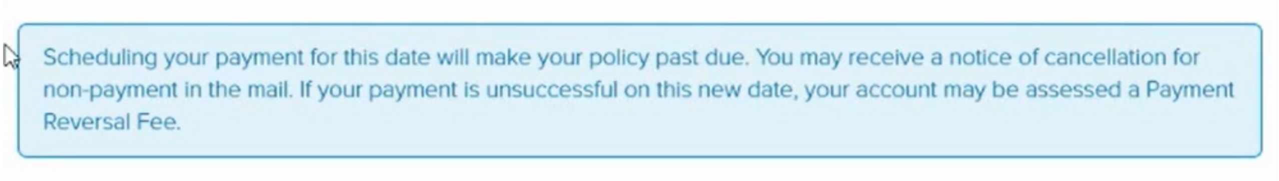
25 26 27 28

April

29 30 31 1 Due Date 2 3 4

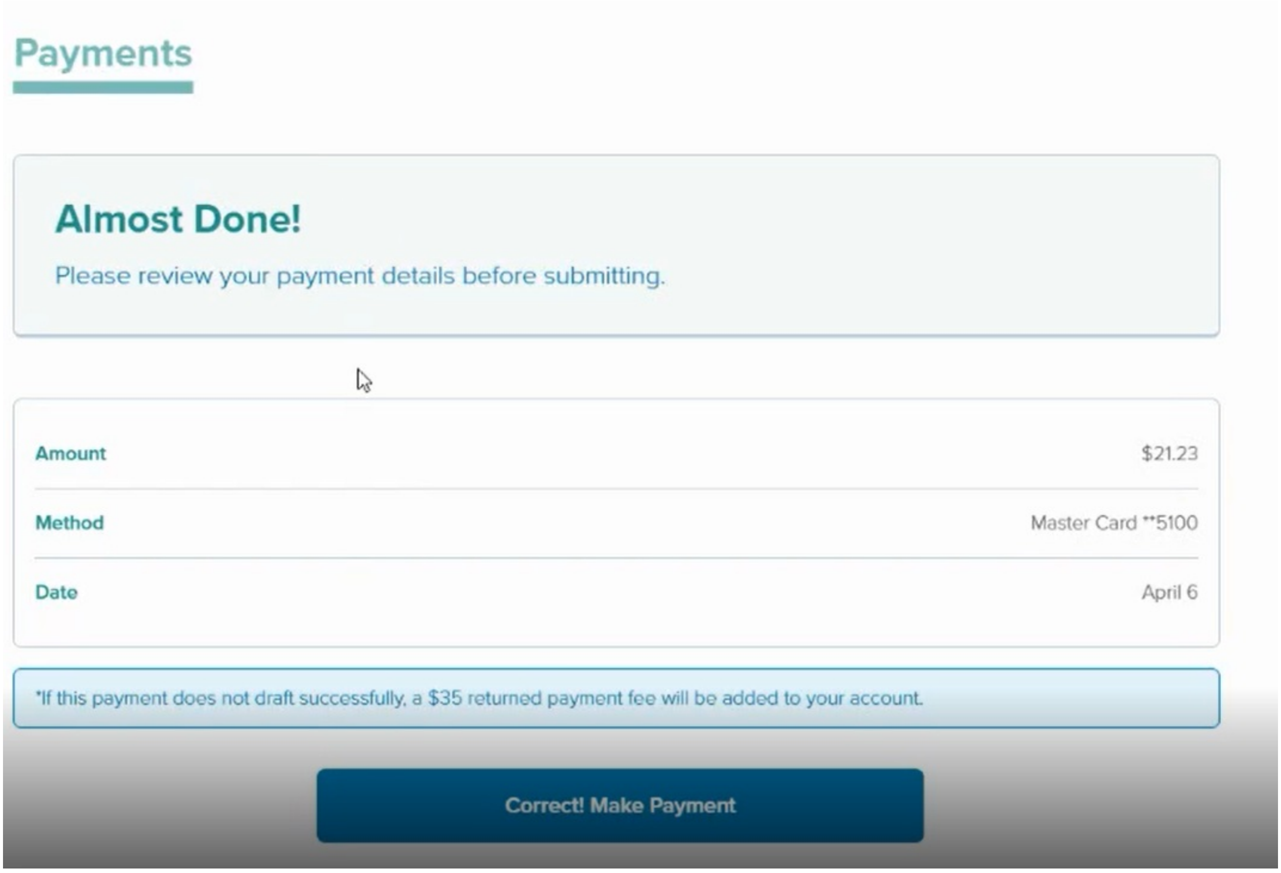
5 6 7 8 9 10

If the customer selects a date two days or more past the due date they will see a message:



Scheduling your payment for this date will make your policy past due. You may receive a notice of cancellation for non-payment in the mail. If your payment is unsuccessful on this new date, your account may be assessed a Payment Reversal Fee.

Once the customer has selected the date to reschedule their payment it is NOT complete until they hit "Correct! Make Payment"



Payments

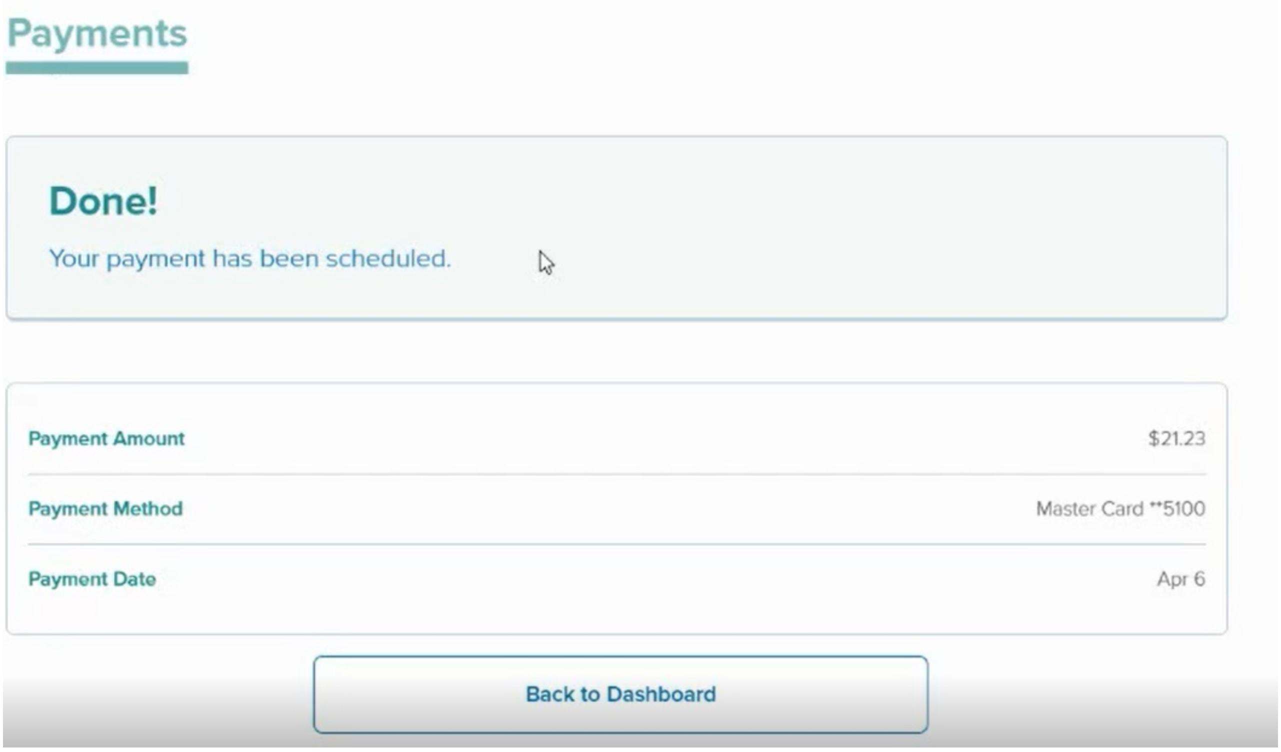
Almost Done!

Please review your payment details before submitting.

Amount	$21.23
Method	Master Card **5100
Date	April 6

*If this payment does not draft successfully, a $35 returned payment fee will be added to your account.

The customer will see this page once their payment has been rescheduled:



Payments

Done!

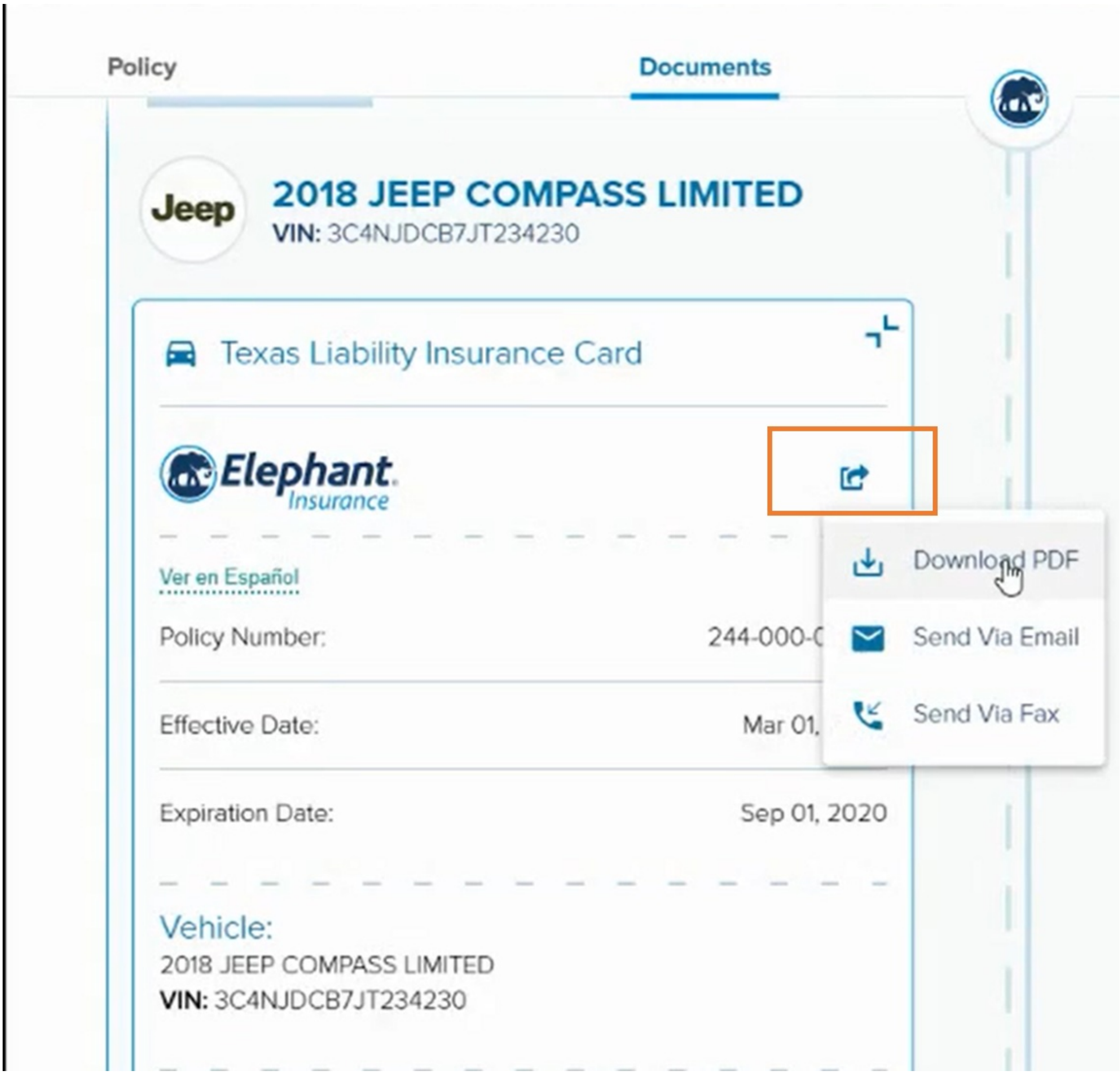
Your payment has been scheduled.

Payment Amount	$21.23
Payment Method	Master Card **5100
Payment Date	Apr 6

Downloading Payment Receipts/Confirmation

Sending Policy Documents

A customer also has the ability to download and print email, or fax documents via the portal. Once the customer is logged into their portal if they go under their documents, and click the share button, they can download, email or fax over that document:


Policy
Documents
Download PDF
Send Via Email
Send Via Fax
Elephant Insurance
Jeep

2018 JEEP COMPASS LIMITED
VIN: 3C4NJDCB7JT234230

Texas Liability Insurance Card

Ver en Español

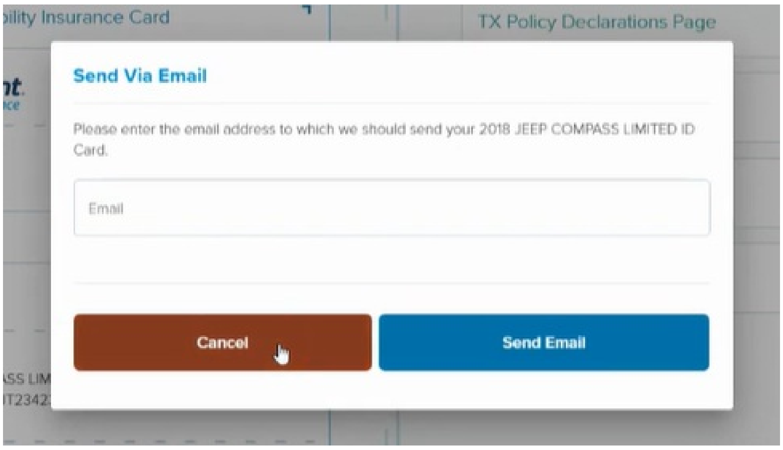
Policy Number: 244-000-(

Effective Date: Mar 01,

Expiration Date: Sep 01, 2020

Vehicle:
2018 JEEP COMPASS LIMITED
VIN: 3C4NJDCB7JT234230

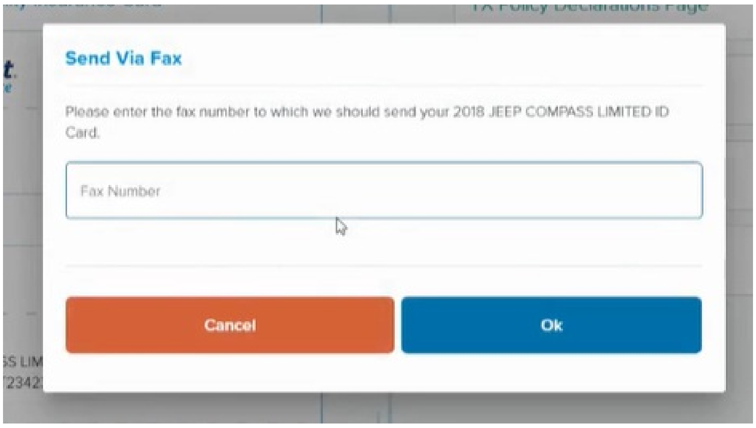
If the customer selects email they will see a box to put into the email address:



Send Via Email

Please enter the email address to which we should send your 2018 JEEP COMPASS LIMITED ID Card.

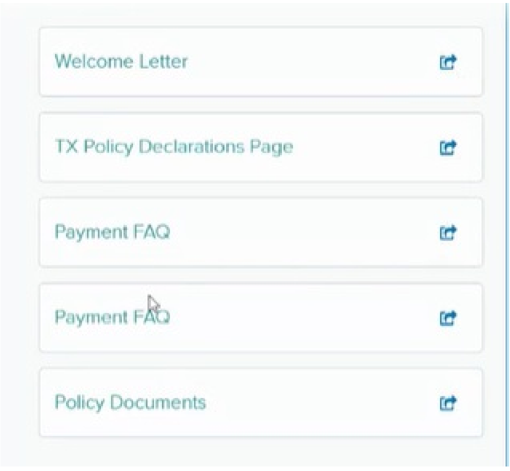
If the customer selects fax they will see a box to put in the fax number:



Send Via Fax

Please enter the fax number to which we should send your 2018 JEEP COMPASS LIMITED ID Card.

They can do this with all their documents:



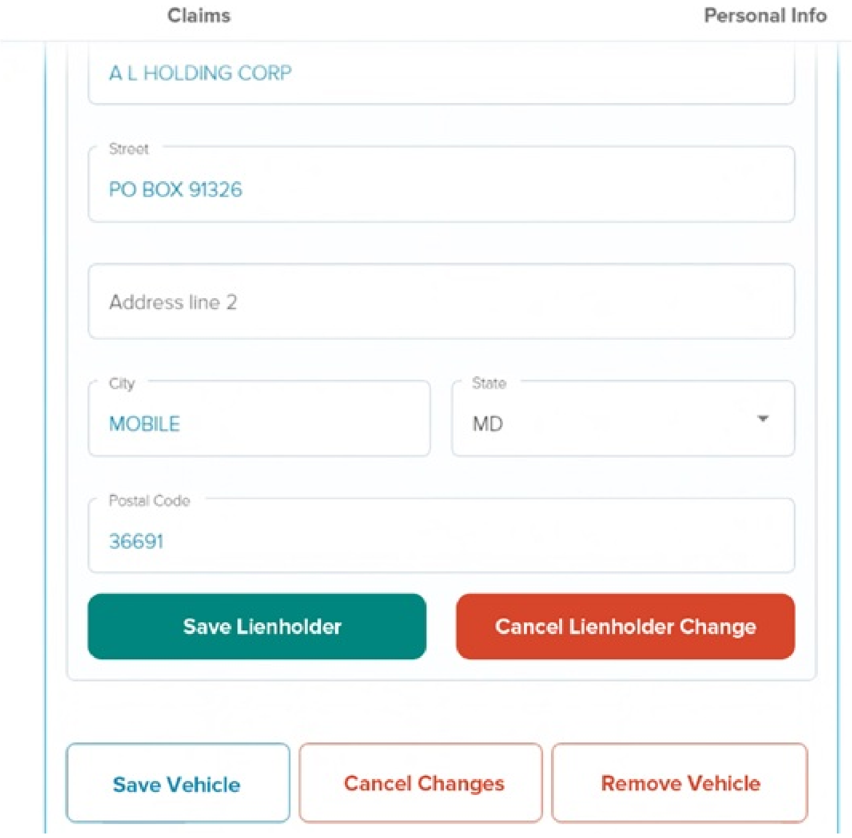
- Welcome Letter
- TX Policy Declarations Page
- Payment FAQ
- Payment FAQ
- Policy Documents

Updating the Lienholder

Once the customer is logged into their portal, they can view their vehicles listed on the Policy tab.

They can select the individual vehicle to view coverages and lienholder information.

If they click "Edit" under the lienholder box, they can edit their lienholder information:


Claims
Personal Info
Save Lienholder
Cancel Lienholder Change
Save Vehicle
Cancel Changes
Remove Vehicle

A L HOLDING CORP

Street: PO BOX 91326

Address line 2

City: MOBILE

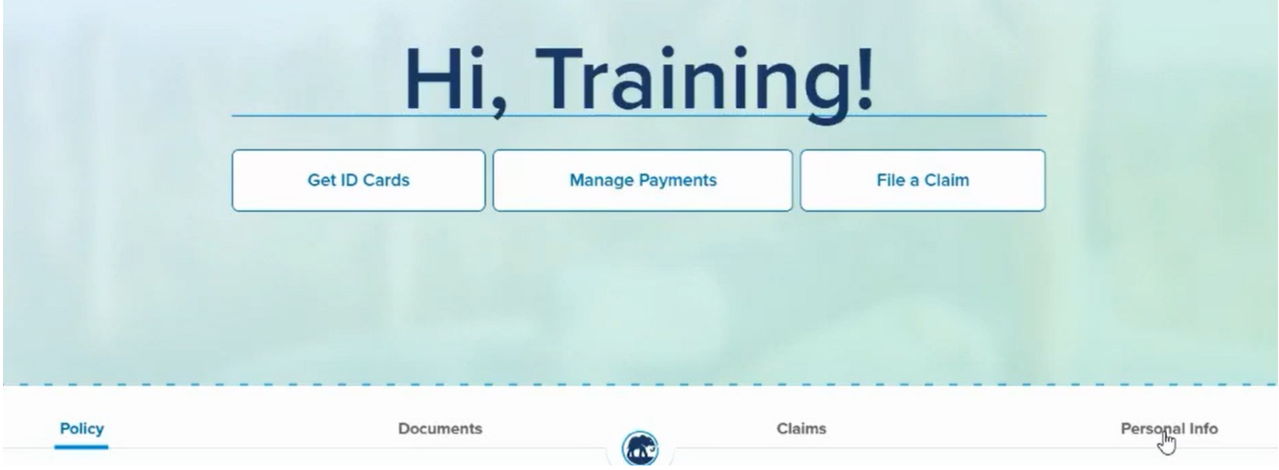
State: MD

Postal Code: 36691

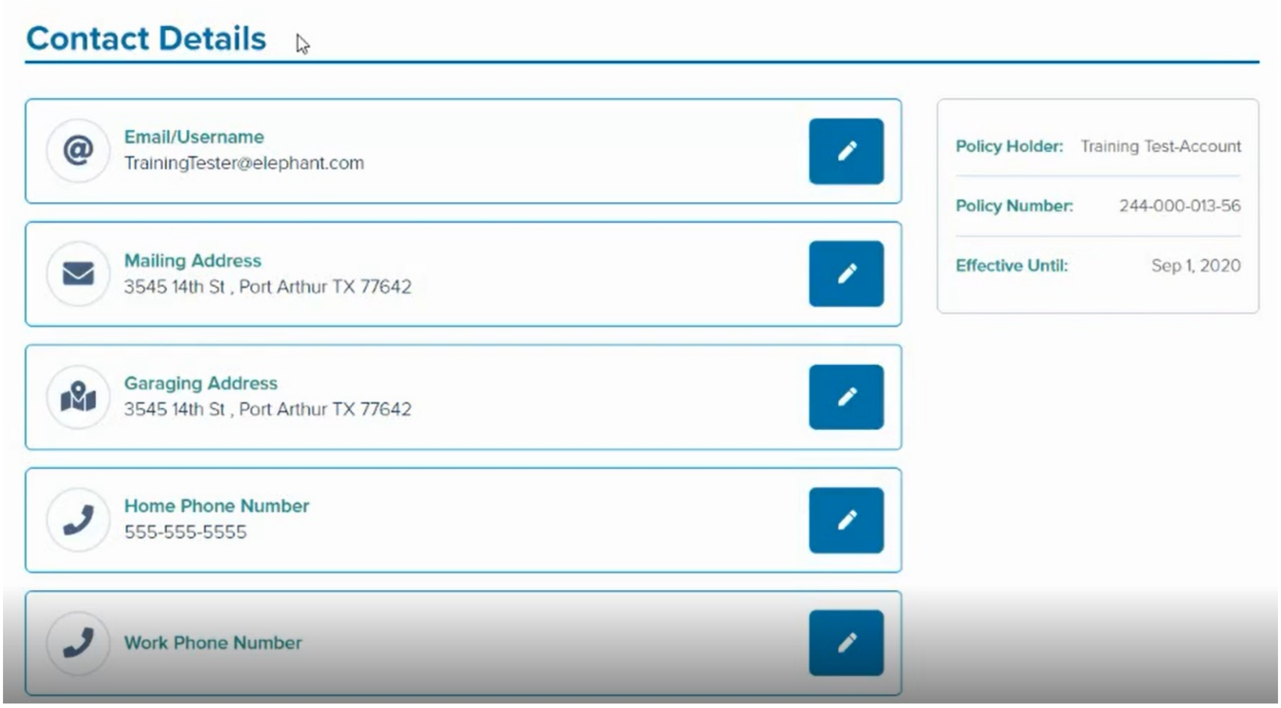
If the lienholder information does not populate in the system, the customer will be prompted to put in the lienholder's address. Once this is done they can click "Save Lienholder"

Updating Personal Information

The customer can update their contact details including their address:


Hi, Training!
Get ID Cards
Manage Payments
File a Claim
Policy
Documents
Claims
Personal Info

The customer will then be re-directed to this page where they can choose what information they need to update:



Contact Details

Email/Username
TrainingTester@elephant.com

Mailing Address
3545 14th St , Port Arthur TX 77642

Garaging Address
3545 14th St , Port Arthur TX 77642

Home Phone Number
555-555-5555

Work Phone Number

Policy Holder: Training Test-Account
Policy Number: 244-000-013-56
Effective Until: Sep 1, 2020

Once the customer makes any changes they need to make sure to save the information.

Mobile App Walkthroughs

Mobile App Walkthroughs

Getting the Mobile App

If a customer asks about the app, can we tell them about it?

Yes! We can proactively tell them about the Elephant app and that it's available in App Store/Google Play to download.

Can we email or text customers a link to the app?

Not at this time, but that functionality will be added in a future phase of the app.

How many people can be logged in at once?

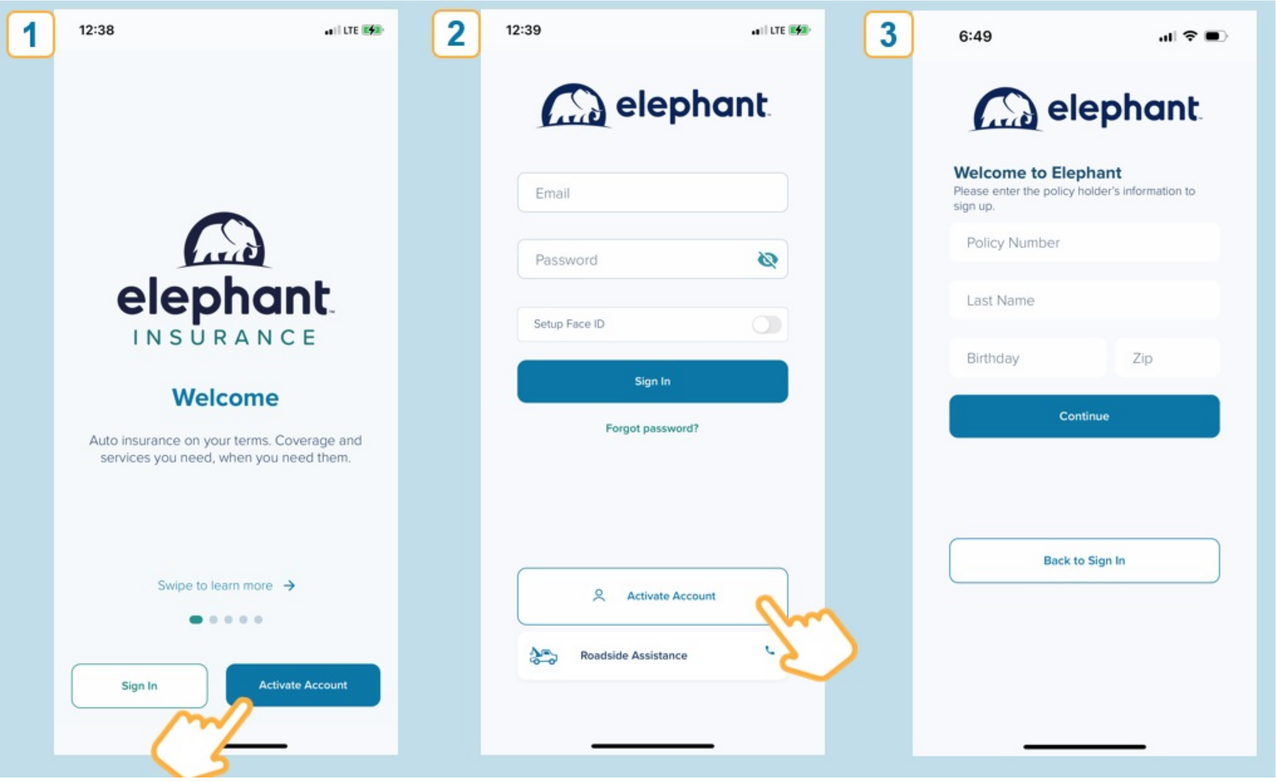
The app will really be geared towards the Named Insured however, anyone who has been given permission, provided with the email/login credentials from the NI, and pass the multi-factor authentication can use the app on a different device all at the same time. It is the same for the online portal and app.

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

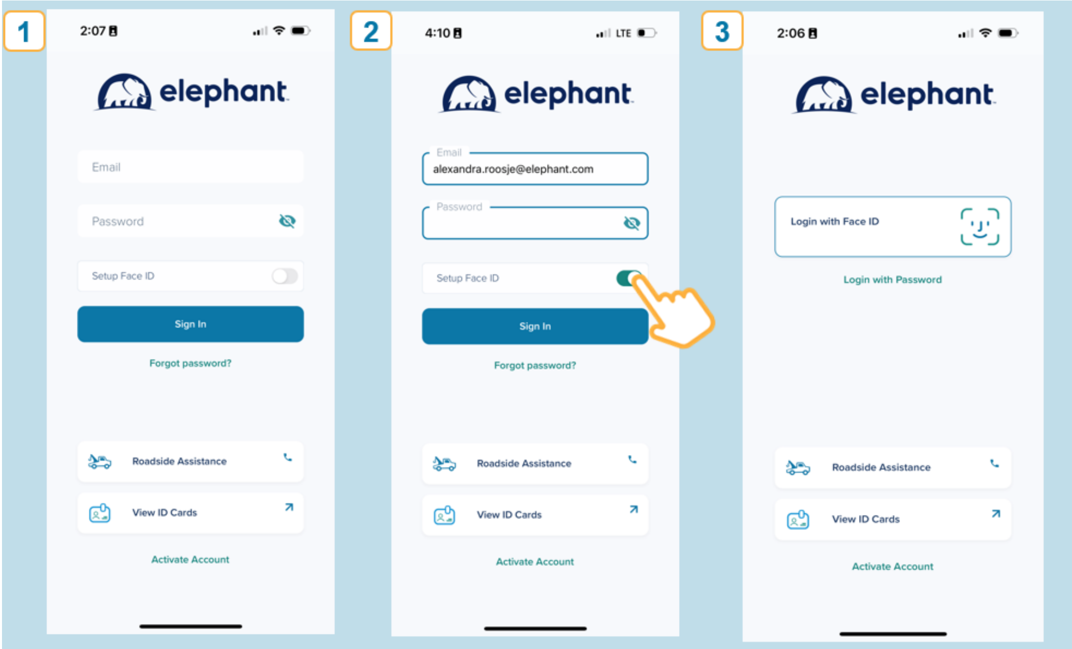

1
12:38
elephant INSURANCE
Welcome
Swipe to learn more
Sign In
Activate Account
2
12:39
elephant
Email
Password
Setup Face ID
Sign In
Forgot password?
Activate Account
Roadside Assistance
3
6:49
elephant
Welcome to Elephant
Policy Number
Last Name
Birthday
Zip
Continue
Back to Sign In

Auto insurance on your terms. Coverage and services you need, when you need them.

Please enter the policy holder's information to sign up.

Login

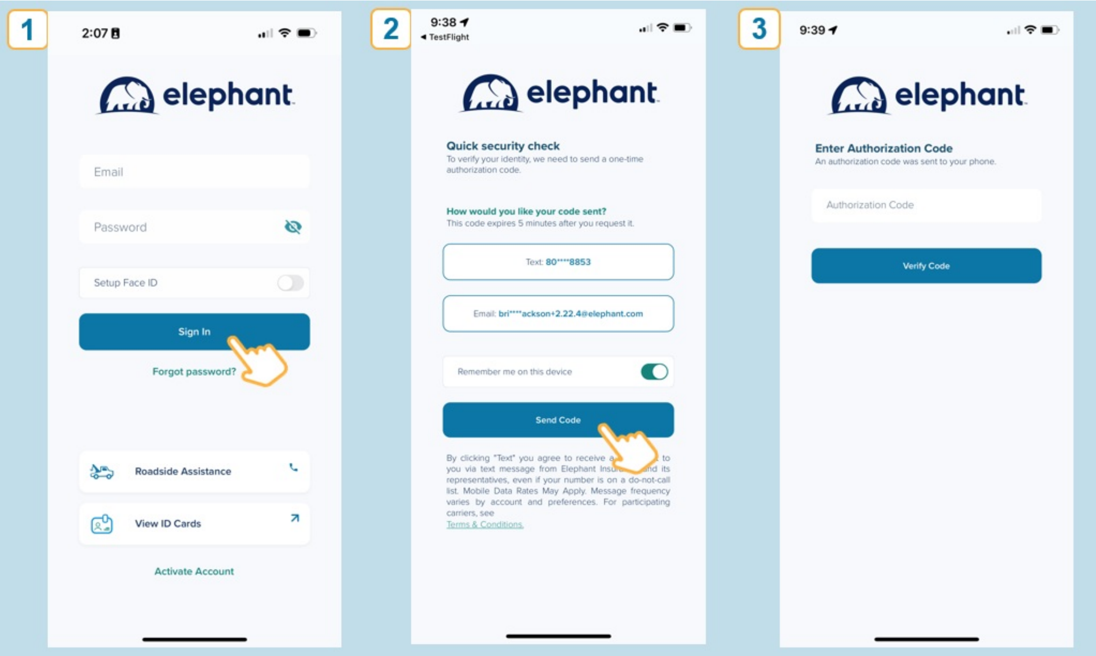
Once they have set up an account they can log in to the app and set up Face ID if they want to:


1
2:07
elephant
Email
Password
Setup Face ID
Sign In
Forgot password?
Roadside Assistance
View ID Cards
Activate Account
2
4:10
elephant
Email
Password
Setup Face ID
Sign In
Forgot password?
Roadside Assistance
View ID Cards
Activate Account
3
2:06
elephant
Login with Face ID
Login with Password
Roadside Assistance
View ID Cards
Activate Account

Email: alexandra.roosje@elephant.com

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.



Quick security check
To verify your identity, we need to send a one-time authorization code.

How would you like your code sent?
This code expires 5 minutes after you request it.

Text: 80****8853

Email: bri****ackson+2.22.4@elephant.com

Remember me on this device ●

By clicking "Text" you agree to receive a [illegible] to you via text message from Elephant Insu[illegible] and its representatives, even if your number is on a do-not-call list. Mobile Data Rates May Apply. Message frequency varies by account and preferences. For participating carriers, see Terms & Conditions.

Enter Authorization Code
An authorization code was sent to your phone.

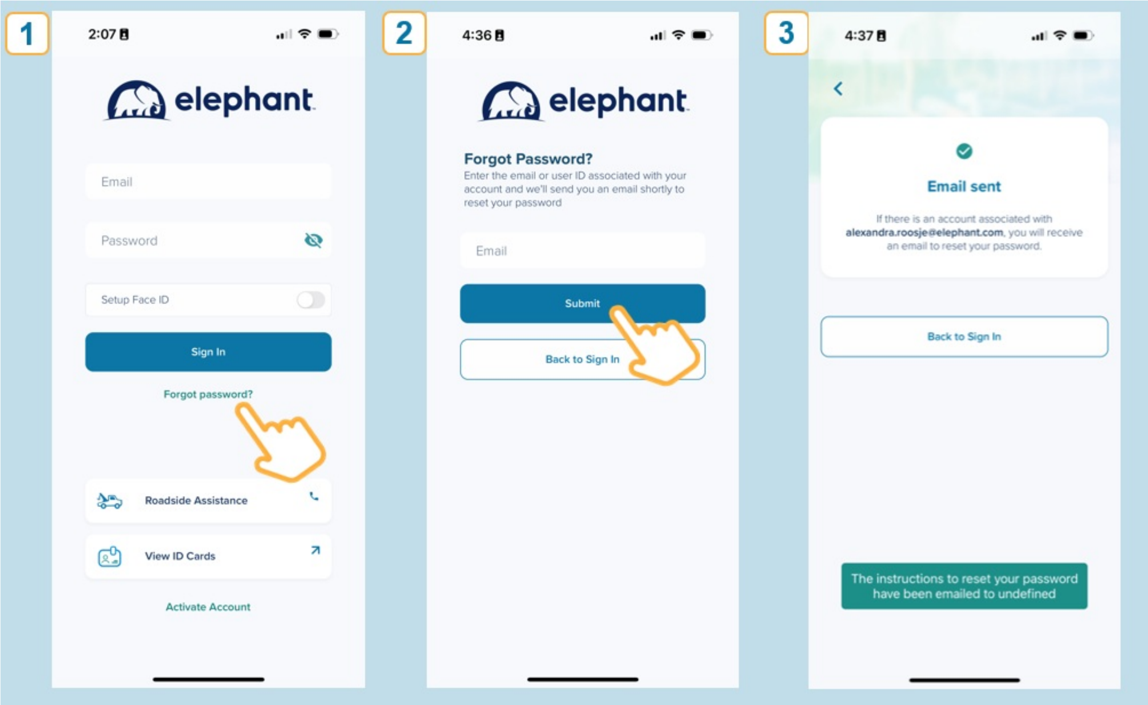
What happens if the customer forgets their password or login credentials?

It will work the same as the portal. The customer will need to click “Forgot password?” on the login screen and they will be prompted to enter the email (their user ID) associated with their account to be emailed a password reset link. They just need to follow the instructions in their email to reset and they will be able to log in with their updated password. Face ID will need to be reconfigured after the reset.

Anytime the customer resets or changes their password, biometrics/Face ID for the account will need to be reconfigured.

Can they reset their password in the app? What does that look like?

They sure can! It will work similarly to the portal. The user will need to navigate to their account info under profile settings (person icon in the top right of the home screen). After selecting “update password” the user is shown a button to be sent a link via email to reset and/or change their password. It is important to note that Face ID will need to be reconfigured after a password reset.


1
2:07
elephant
Email
Password
Setup Face ID
Sign In
Forgot password?
Roadside Assistance
View ID Cards
Activate Account
2
4:36
elephant
Email
Submit
Back to Sign In
3
4:37
Back to Sign In

Forgot Password?

Enter the email or user ID associated with your account and we'll send you an email shortly to reset your password

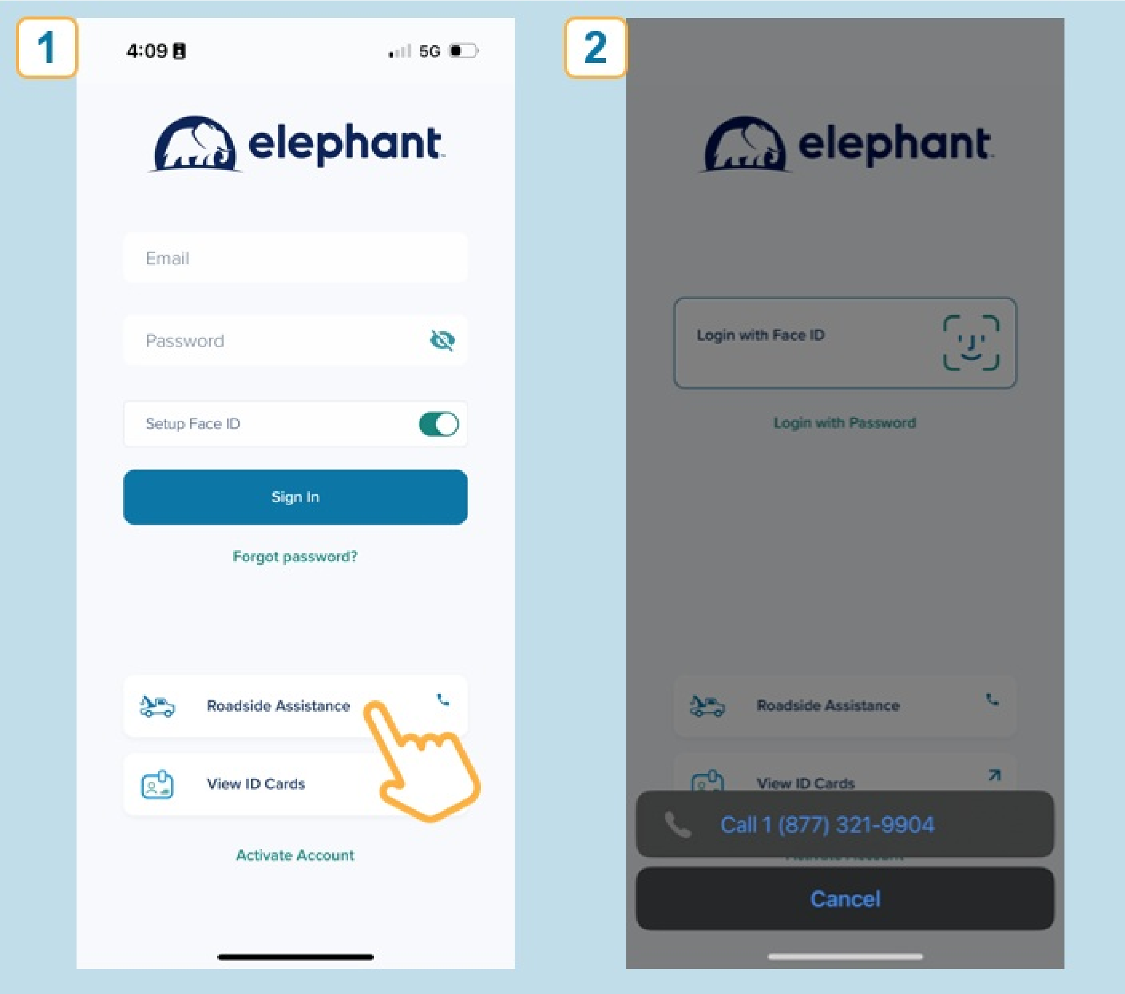
Email sent

If there is an account associated with alexandra.roosje@elephant.com, you will receive an email to reset your password.

The instructions to reset your password have been emailed to undefined

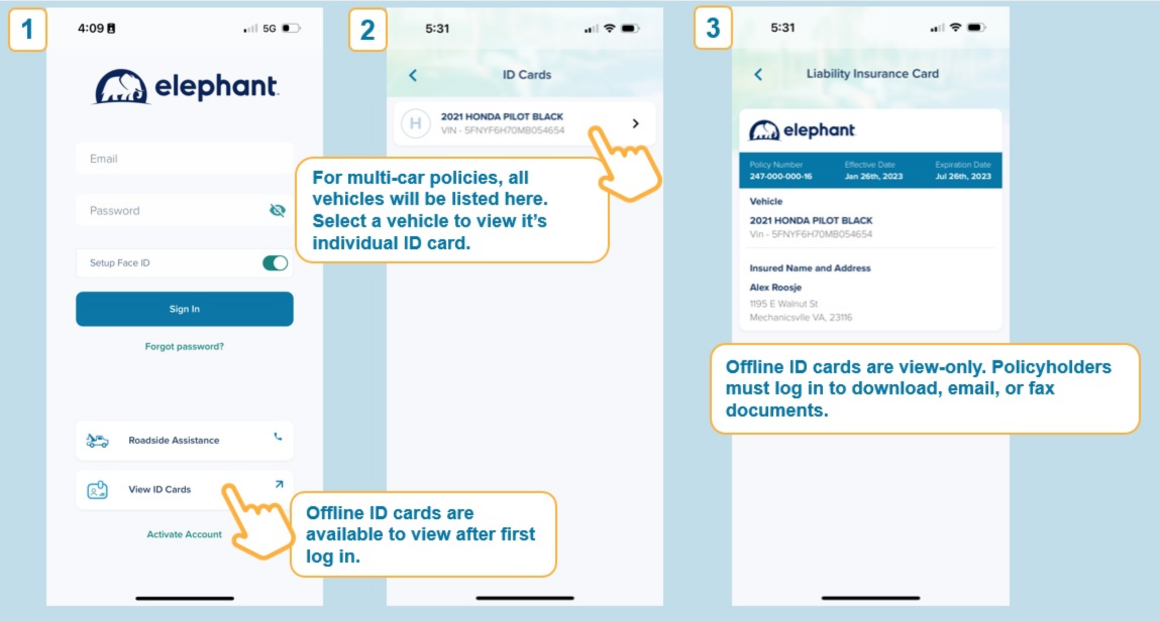
Call ERS

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.


1
4:09
5G
elephant
Email
Password
Setup Face ID
Sign In
Forgot password?
Roadside Assistance
View ID Cards
Activate Account
2
elephant
Login with Face ID
Login with Password
Roadside Assistance
View ID Cards
Call 1 (877) 321-9904
Cancel

View Offline ID Cards

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


1
4:09
5G
elephant
Email
Password
Setup Face ID
Sign In
Forgot password?
Roadside Assistance
View ID Cards
Activate Account
2
5:31
ID Cards
H
3
5:31
Liability Insurance Card
elephant
Policy Number
Effective Date
Expiration Date
Vehicle
Insured Name and Address

2021 HONDA PILOT BLACK
VIN - 5FNYF6H70MB054654

Policy Number: 247-000-000-16
Effective Date: Jan 26th, 2023
Expiration Date: Jul 26th, 2023

Vehicle
2021 HONDA PILOT BLACK
Vin - 5FNYF6H70MB054654

Insured Name and Address
Alex Roosje
1195 E Walnut St
Mechanicsvlle VA, 23116

For multi-car policies, all vehicles will be listed here. Select a vehicle to view it's individual ID card.

Offline ID cards are view-only. Policyholders must log in to download, email, or fax documents.

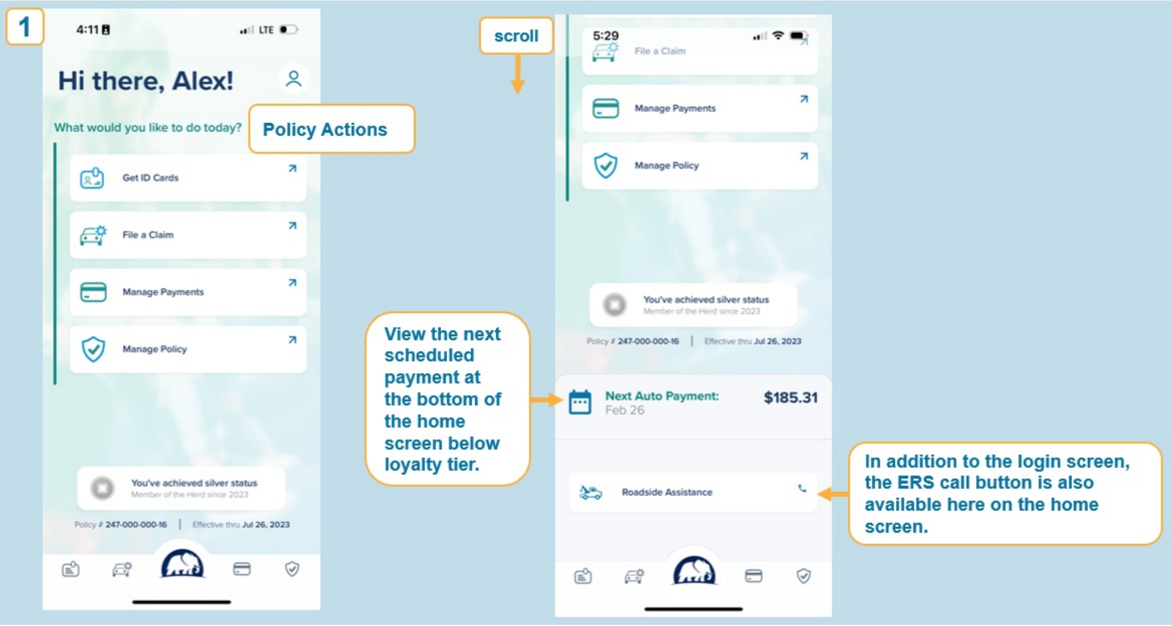
Offline ID cards are available to view after first log in.

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

Yes, Apple and Google Pay are integrated with the app. When documents are downloaded, the phone will ask where you want to store them.

Home Screen

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


1
4:11
LTE
Hi there, Alex!
What would you like to do today?
Get ID Cards
File a Claim
Manage Payments
Manage Policy
You've achieved silver status
Member of the Herd since 2023
scroll
5:29
File a Claim
Manage Payments
Manage Policy
You've achieved silver status
Member of the Herd since 2023
Roadside Assistance

Policy # 247-000-000-16 | Effective thru Jul 26, 2023

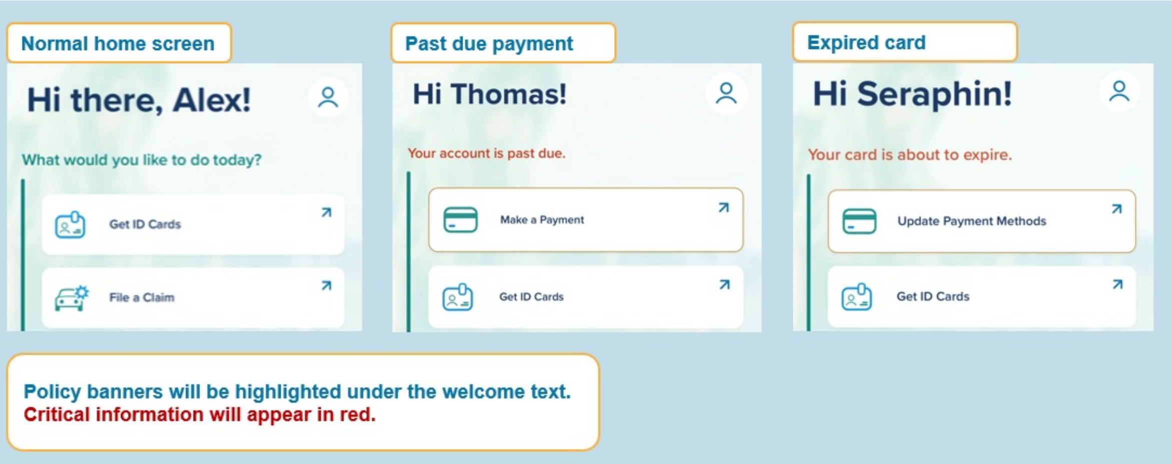
Next Auto Payment: $185.31
Feb 26

Policy Actions

View the next scheduled payment at the bottom of the home screen below loyalty tier.

In addition to the login screen, the ERS call button is also available here on the home screen.

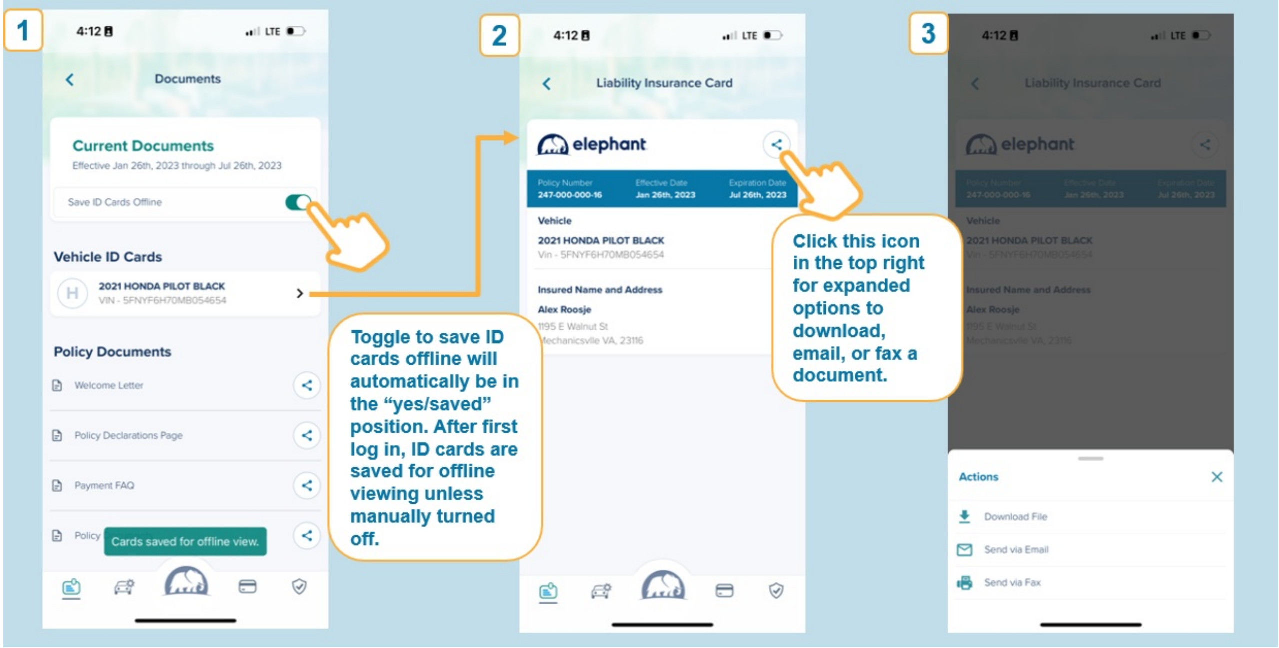
Their home screen will also let them know about any past-due payments, and if their card is about to expire:


Normal home screen
Hi there, Alex!
What would you like to do today?
Get ID Cards
File a Claim
Past due payment
Hi Thomas!
Your account is past due.
Make a Payment
Get ID Cards
Expired card
Hi Seraphin!
Your card is about to expire.
Update Payment Methods
Get ID Cards

Policy banners will be highlighted under the welcome text.
Critical information will appear in red.

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:

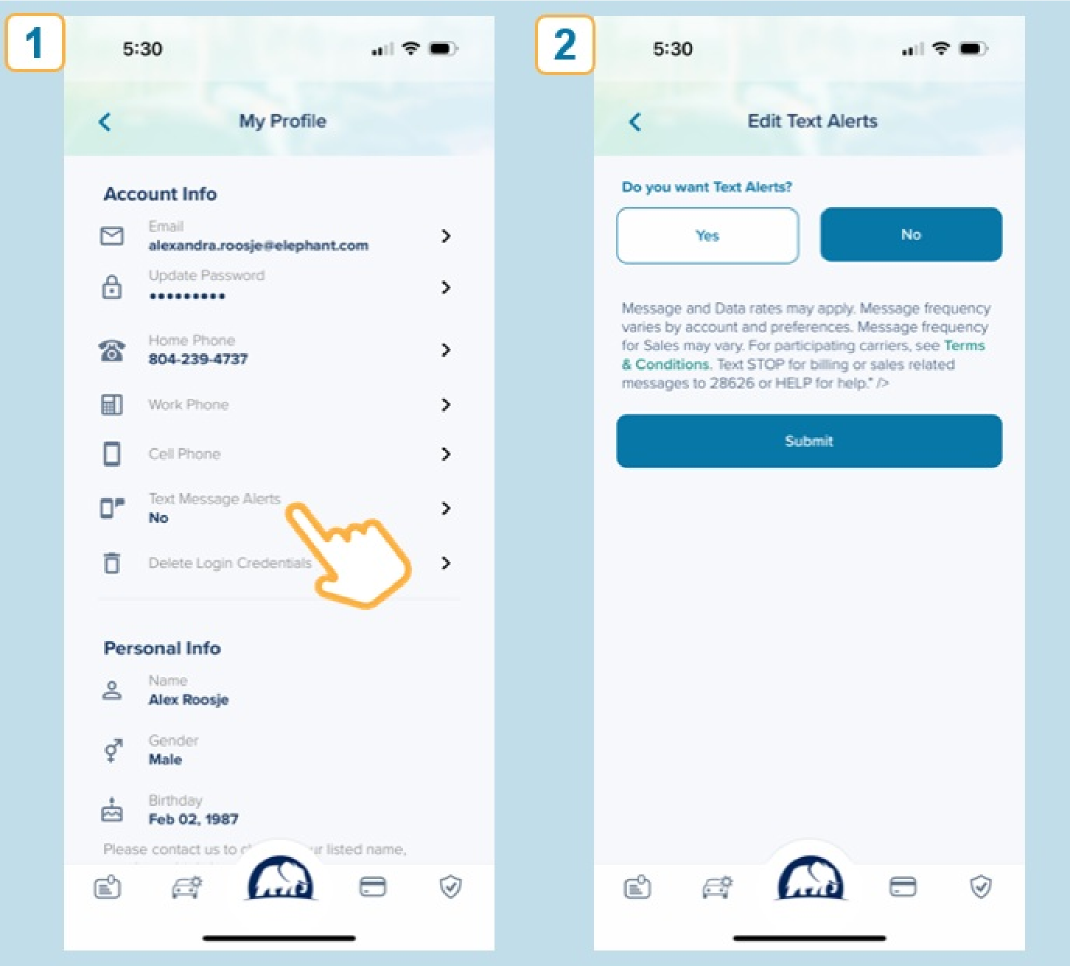

1
4:12
LTE
Documents
Current Documents
Effective Jan 26th, 2023 through Jul 26th, 2023
Save ID Cards Offline
Vehicle ID Cards
H
2021 HONDA PILOT BLACK
VIN - 5FNYF6H70MB054654
Policy Documents
Welcome Letter
Policy Declarations Page
Payment FAQ
Policy
Cards saved for offline view.
2
4:12
LTE
Liability Insurance Card
elephant
Policy Number
247-000-000-16
Effective Date
Jan 26th, 2023
Expiration Date
Jul 26th, 2023
Vehicle
2021 HONDA PILOT BLACK
Vin - 5FNYF6H70MB054654
Insured Name and Address
Alex Roosje
1195 E Walnut St
Mechanicsville VA, 23116
3
4:12
LTE
Liability Insurance Card
elephant
Actions
Download File
Send via Email
Send via Fax

Toggle to save ID cards offline will automatically be in the "yes/saved" position. After first log in, ID cards are saved for offline viewing unless manually turned off.

Click this icon in the top right for expanded options to download, email, or fax a document.

Opt-in to SMS/Account Deletion

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



Account Info

Email
alexandra.roosje@elephant.com

Update Password
•••••••••

Home Phone
804-239-4737

Work Phone

Cell Phone

Text Message Alerts
No

Delete Login Credentials

Personal Info

Name
Alex Roosje

Gender
Male

Birthday
Feb 02, 1987

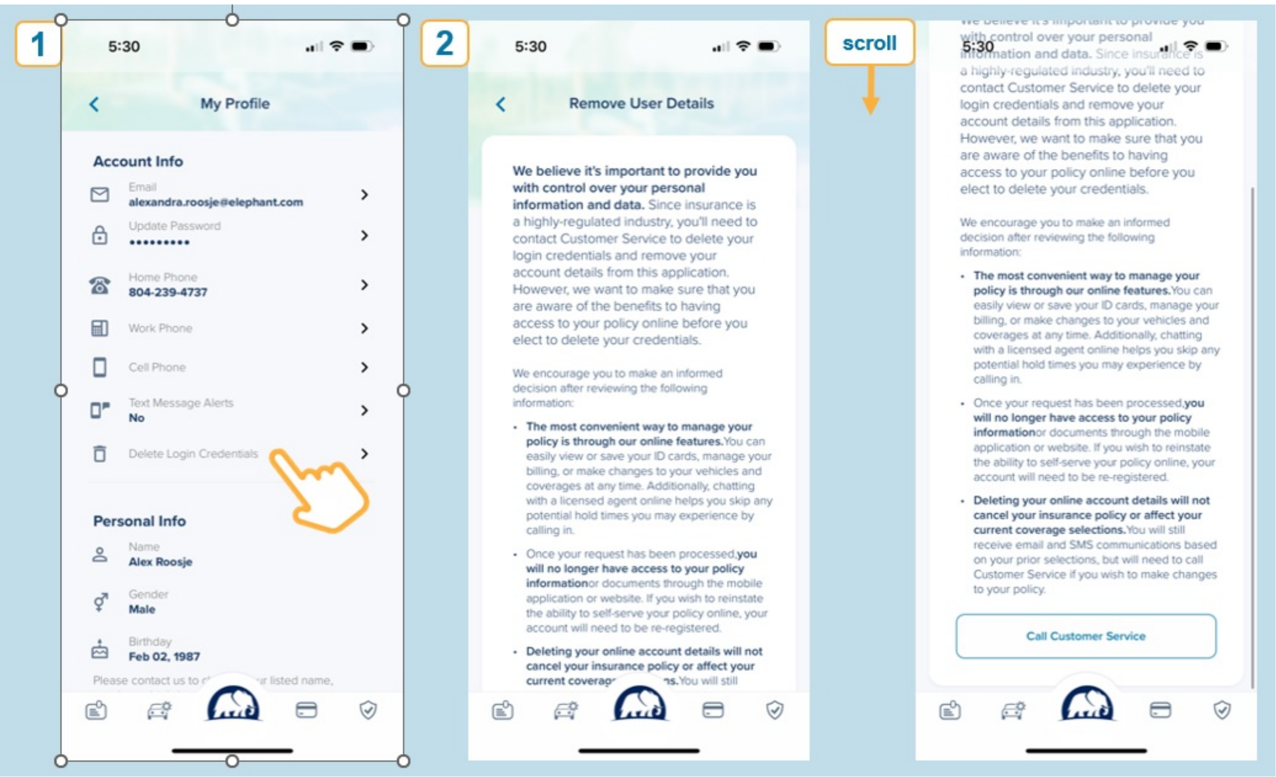
Please contact us to c… …ur listed name,

Do you want Text Alerts?

Message and Data rates may apply. Message frequency varies by account and preferences. Message frequency for Sales may vary. For participating carriers, see Terms & Conditions. Text STOP for billing or sales related messages to 28626 or HELP for help." />

Account Deletion

If the customer would like to delete their account they will get a message and need to call in.



Account Info

Email
alexandra.roosje@elephant.com

Update Password
•••••••••

Home Phone
804-239-4737

Work Phone

Cell Phone

Text Message Alerts
No

Delete Login Credentials

Personal Info

Name
Alex Roosje

Gender
Male

Birthday
Feb 02, 1987

Please contact us to c… …ur listed name,

We believe it's important to provide you with control over your personal information and data. Since insurance is a highly-regulated industry, you'll need to contact Customer Service to delete your login credentials and remove your account details from this application. However, we want to make sure that you are aware of the benefits to having access to your policy online before you elect to delete your credentials.

We encourage you to make an informed decision after reviewing the following information:

- **The most convenient way to manage your policy is through our online features.**You can easily view or save your ID cards, manage your billing, or make changes to your vehicles and coverages at any time. Additionally, chatting with a licensed agent online helps you skip any potential hold times you may experience by calling in.
- Once your request has been processed,**you will no longer have access to your policy information**or documents through the mobile application or website. If you wish to reinstate the ability to self-serve your policy online, your account will need to be re-registered.
- **Deleting your online account details will not cancel your insurance policy or affect your current coverag… …ns.**You will still

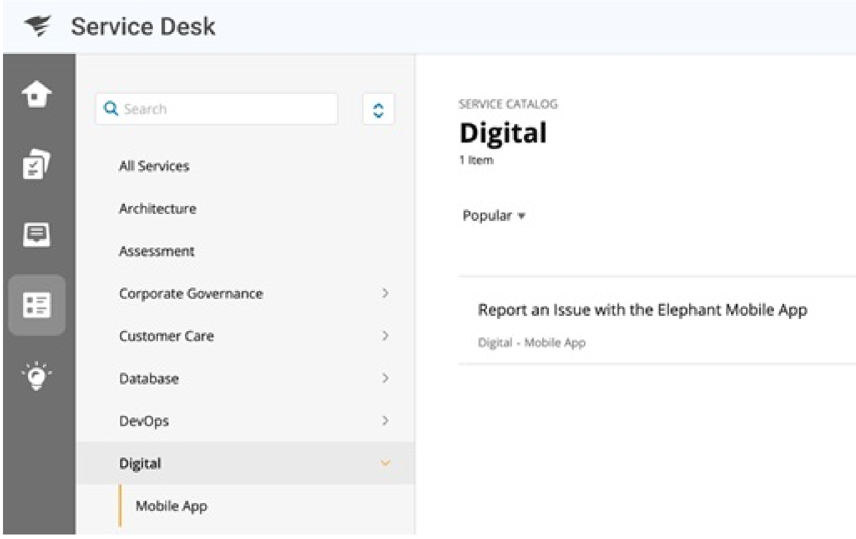
with control over your personal information and data. Since insurance is a highly-regulated industry, you'll need to contact Customer Service to delete your login credentials and remove your account details from this application. However, we want to make sure that you are aware of the benefits to having access to your policy online before you elect to delete your credentials.

We encourage you to make an informed decision after reviewing the following information:

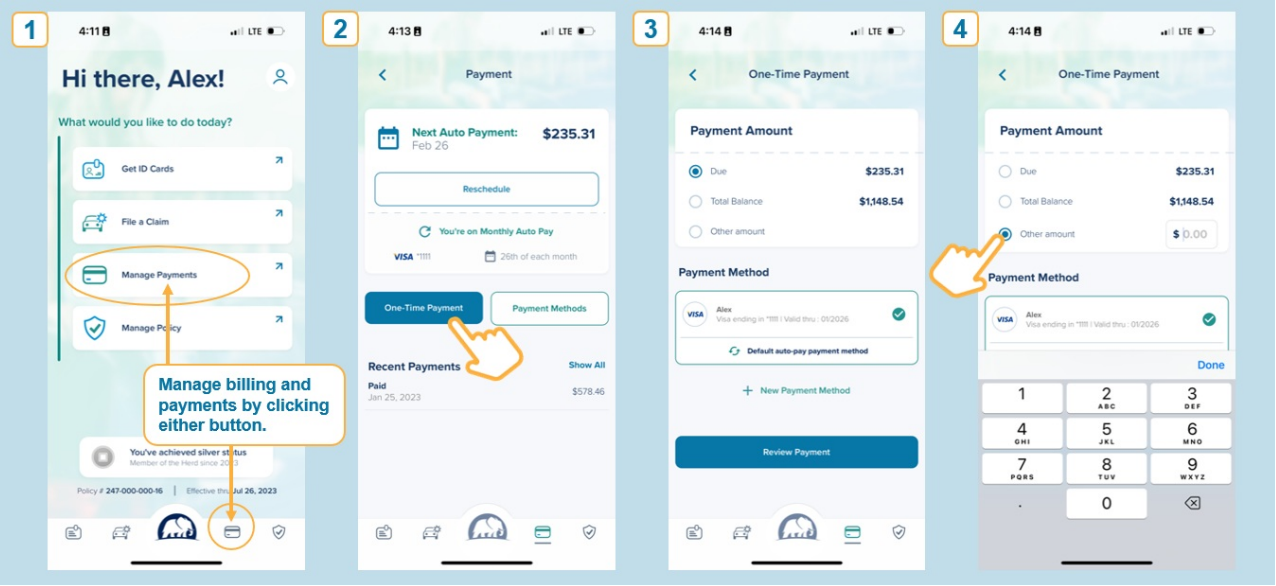
- **The most convenient way to manage your policy is through our online features.**You can easily view or save your ID cards, manage your billing, or make changes to your vehicles and coverages at any time. Additionally, chatting with a licensed agent online helps you skip any potential hold times you may experience by calling in.
- Once your request has been processed,**you will no longer have access to your policy information**or documents through the mobile application or website. If you wish to reinstate the ability to self-serve your policy online, your account will need to be re-registered.
- **Deleting your online account details will not cancel your insurance policy or affect your current coverage selections.**You will still receive email and SMS communications based on your prior selections, but will need to call Customer Service if you wish to make changes to your policy.

You will need to put in a ticket for the customer

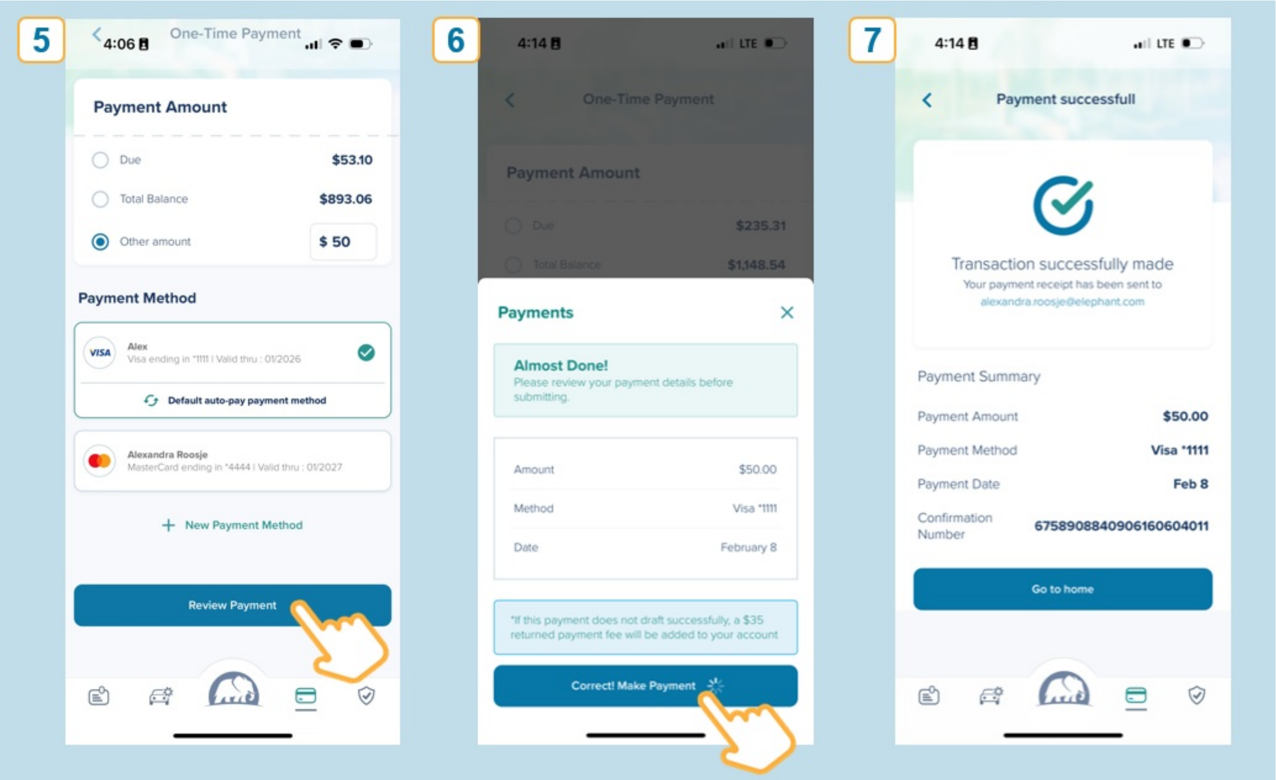
Please use the "report an issue with the Elephant Mobile App" ticket in solar winds under the Digital category to put in a request to delete the customer's online account details. In the ticket, please include "**Delete Customer Login Credentials Request" along with the customer's account and policy number.**


Service Desk
Search
All Services
Architecture
Assessment
Corporate Governance
Customer Care
Database
DevOps
Digital
Mobile App
SERVICE CATALOG
Digital
1 Item
Popular
Report an Issue with the Elephant Mobile App
Digital - Mobile App

Make a one-time payment


1
Hi there, Alex!
What would you like to do today?
Get ID Cards
File a Claim
Manage Payments
Manage Policy
You've achieved silver status
Policy # 247-000-000-16 | Effective thru Jul 26, 2023
2
Payment
Next Auto Payment: $235.31
Feb 26
Reschedule
You're on Monthly Auto Pay
VISA *1111
26th of each month
One-Time Payment
Payment Methods
Recent Payments
Show All
Paid
Jan 25, 2023
$578.46
3
One-Time Payment
Payment Amount
Due $235.31
Total Balance $1,148.54
Other amount
Payment Method
Default auto-pay payment method
New Payment Method
Review Payment
4
One-Time Payment
Payment Amount
Due $235.31
Total Balance $1,148.54
Other amount $ 0.00
Payment Method
Done

Manage billing and payments by clicking either button.



5

One-Time Payment

Payment Amount

○ Due $53.10

○ Total Balance $893.06

● Other amount $ 50

Payment Method

Alex
Visa ending in *1111 | Valid thru : 01/2026
Default auto-pay payment method

Alexandra Roosje
MasterCard ending in *4444 | Valid thru : 01/2027

6

Payments

Almost Done!
Please review your payment details before submitting.

Amount	$50.00
Method	Visa *1111
Date	February 8

*If this payment does not draft successfully, a $35 returned payment fee will be added to your account

7

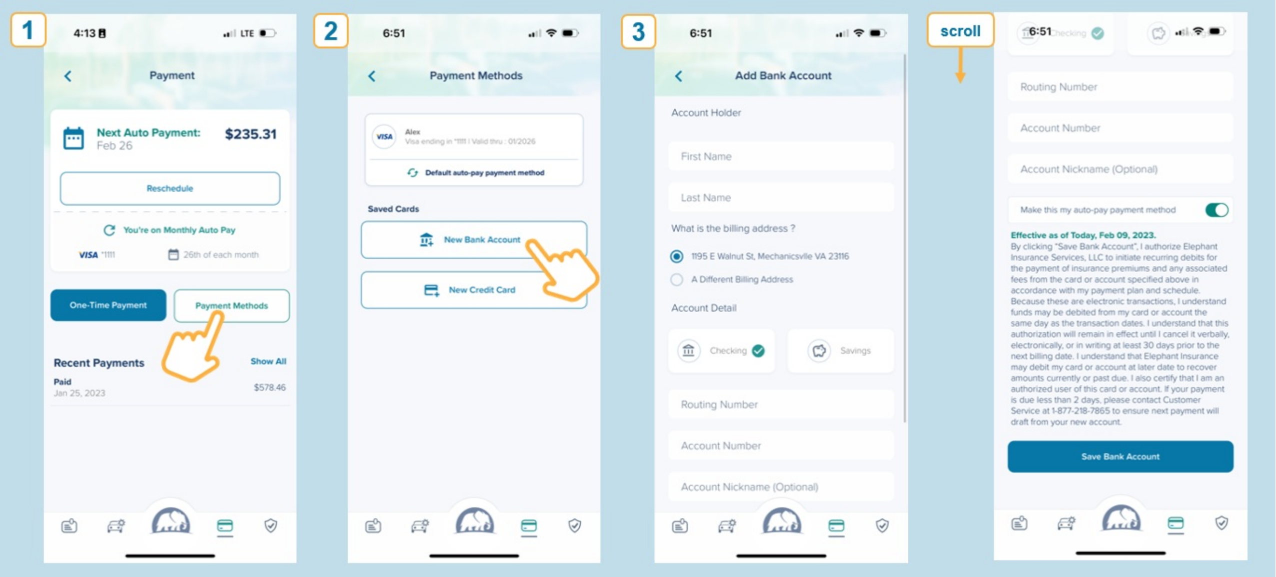
Payment successfull

Transaction successfully made
Your payment receipt has been sent to alexandra.roosje@elephant.com

Payment Summary

Payment Amount	$50.00
Payment Method	Visa *1111
Payment Date	Feb 8
Confirmation Number	6758908840906160604011

Add a New Bank Account (ACH/EFT)



1

Payment

Next Auto Payment: Feb 26 $235.31

You're on Monthly Auto Pay
VISA *1111 26th of each month

Recent Payments Show All
Paid Jan 25, 2023 $578.46

2

Payment Methods

Alex
Visa ending in *1111 | Valid thru : 01/2026
Default auto-pay payment method

Saved Cards

3

Add Bank Account

Account Holder

First Name

Last Name

What is the billing address ?

● 1195 E Walnut St, Mechanicsvlle VA 23116

○ A Different Billing Address

Account Detail

Checking ✓ Savings

Routing Number

Account Number

Account Nickname (Optional)

scroll

Routing Number

Account Number

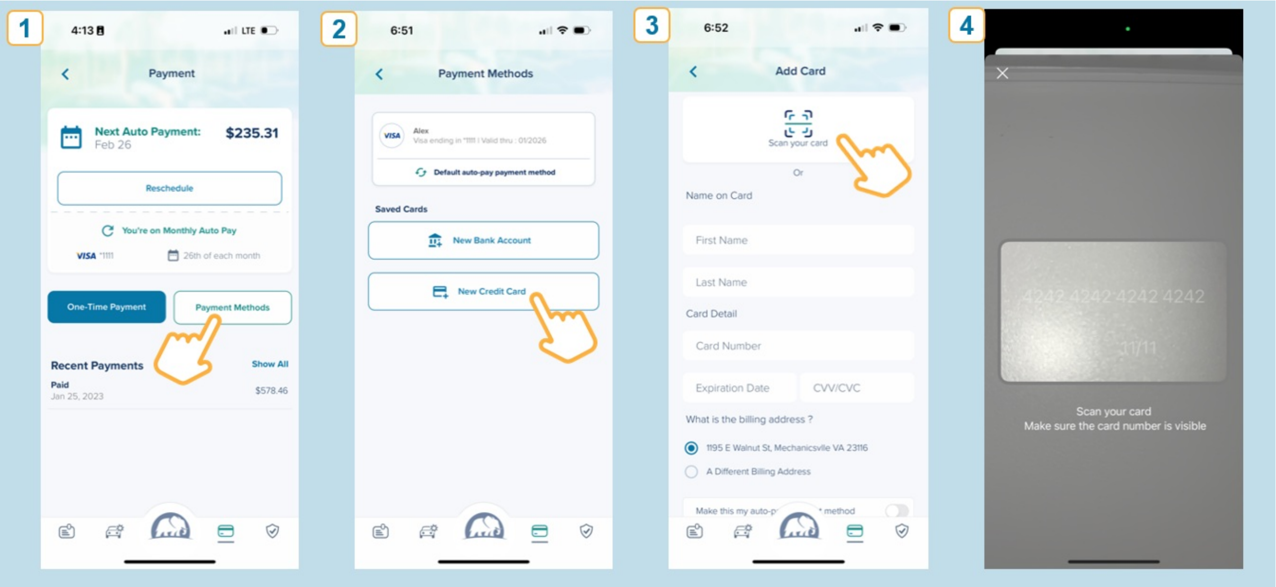
Account Nickname (Optional)

Make this my auto-pay payment method

Effective as of Today, Feb 09, 2023.
By clicking "Save Bank Account", I authorize Elephant Insurance Services, LLC to initiate recurring debits for the payment of insurance premiums and any associated fees from the card or account specified above in accordance with my payment plan and schedule. Because these are electronic transactions, I understand funds may be debited from my card or account the same day as the transaction dates. I understand that this authorization will remain in effect until I cancel it verbally, electronically, or in writing at least 30 days prior to the next billing date. I understand that Elephant Insurance may debit my card or account at later date to recover amounts currently or past due. I also certify that I am an authorized user of this card or account. If your payment is due less than 2 days, please contact Customer Service at 1-877-218-7865 to ensure next payment will draft from your new account.

Add a New Credit/Debit Card

Adding a card with Scan Feature:



1

Next Auto Payment: $235.31 Feb 26

You're on Monthly Auto Pay

VISA *1111 26th of each month

Recent Payments

Paid Jan 25, 2023 $578.46

2

Alex Visa ending in *1111 | Valid thru : 01/2026

Default auto-pay payment method

3

What is the billing address ?

● 1195 E Walnut St, Mechanicsvlle VA 23116

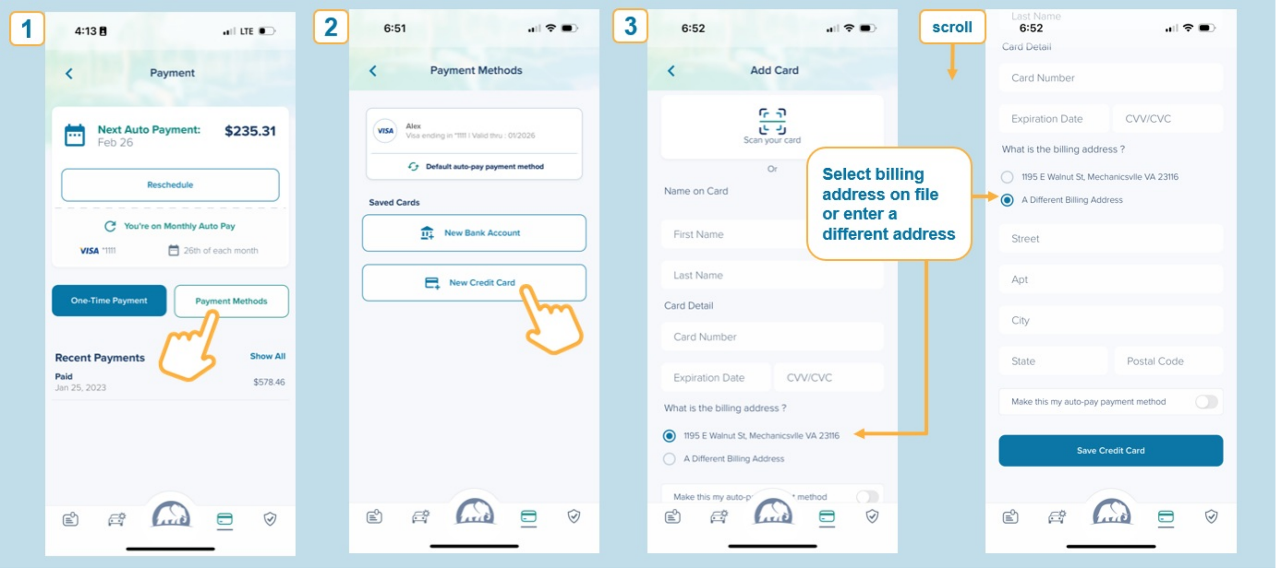
○ A Different Billing Address

4

Scan your card
Make sure the card number is visible

4:13
Payment
Reschedule
One-Time Payment
Payment Methods
Show All
6:51
Payment Methods
Saved Cards
New Bank Account
New Credit Card
6:52
Add Card
Scan your card
Or
Name on Card
First Name
Last Name
Card Detail
Card Number
Expiration Date
CVV/CVC
Make this my auto-pay payment method
4242 4242 4242 4242
31/11

Adding a card without Scan Feature:



1

Next Auto Payment: $235.31 Feb 26

You're on Monthly Auto Pay

VISA *1111 26th of each month

Recent Payments

Paid Jan 25, 2023 $578.46

2

Alex Visa ending in *1111 | Valid thru : 01/2026

Default auto-pay payment method

3

Select billing address on file or enter a different address

What is the billing address ?

● 1195 E Walnut St, Mechanicsvlle VA 23116

○ A Different Billing Address

scroll

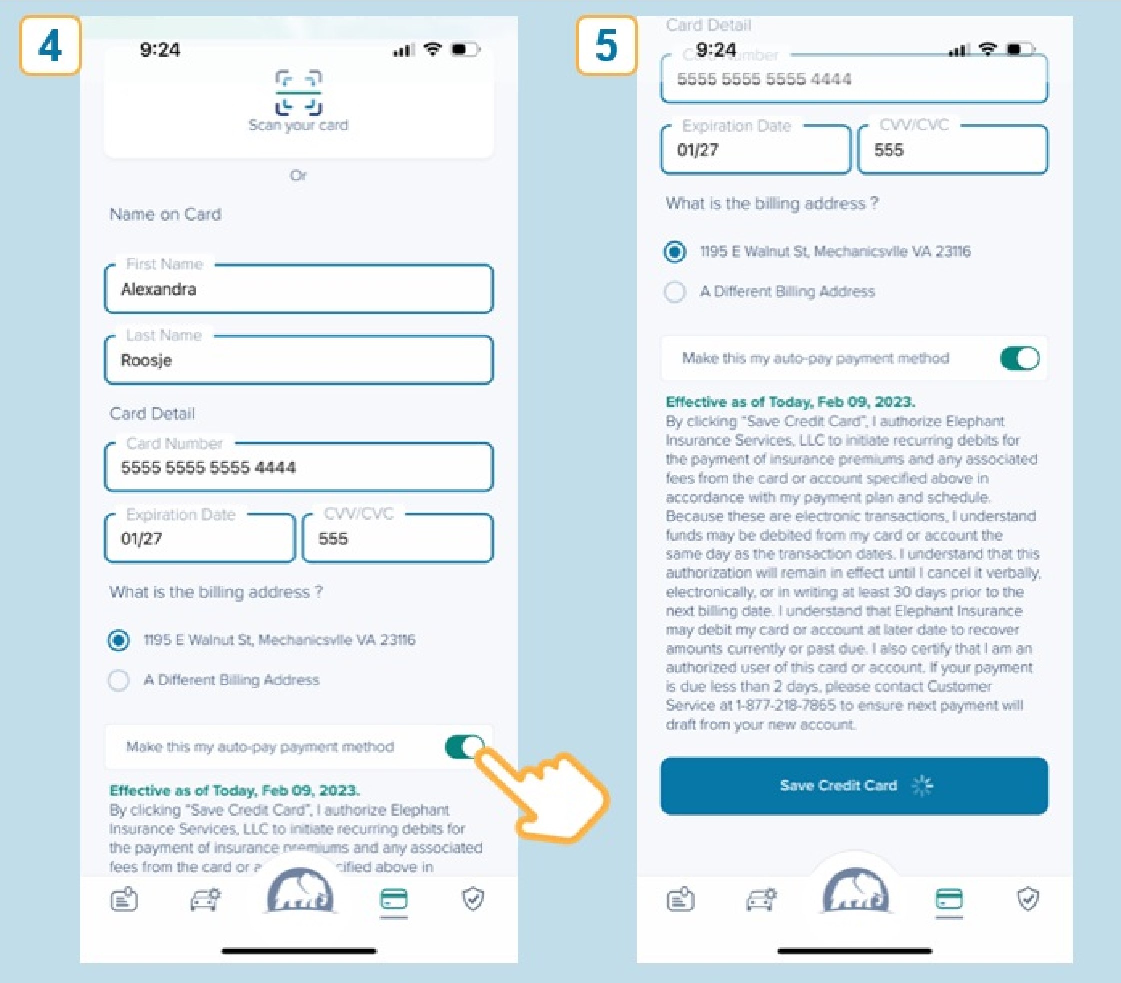
What is the billing address ?

○ 1195 E Walnut St, Mechanicsvlle VA 23116

● A Different Billing Address

4:13
Payment
Reschedule
One-Time Payment
Payment Methods
Show All
6:51
Payment Methods
Saved Cards
New Bank Account
New Credit Card
6:52
Add Card
Scan your card
Or
Name on Card
First Name
Last Name
Card Detail
Card Number
Expiration Date
CVV/CVC
Make this my auto-pay payment method
Street
Apt
City
State
Postal Code
Save Credit Card

If the customer would update the new payment method for Auto-Pay they can do so by toggling the button to "yes":



4

Name on Card

First Name: Alexandra

Last Name: Roosje

Card Detail

Card Number: 5555 5555 5555 4444

Expiration Date: 01/27

CVV/CVC: 555

What is the billing address ?

● 1195 E Walnut St, Mechanicsvlle VA 23116

○ A Different Billing Address

Make this my auto-pay payment method ●

Effective as of Today, Feb 09, 2023.

By clicking "Save Credit Card", I authorize Elephant Insurance Services, LLC to initiate recurring debits for the payment of insurance premiums and any associated fees from the card or a… …ified above in

5

Card Detail

Card Number: 5555 5555 5555 4444

Expiration Date: 01/27

CVV/CVC: 555

What is the billing address ?

● 1195 E Walnut St, Mechanicsvlle VA 23116

○ A Different Billing Address

Make this my auto-pay payment method ●

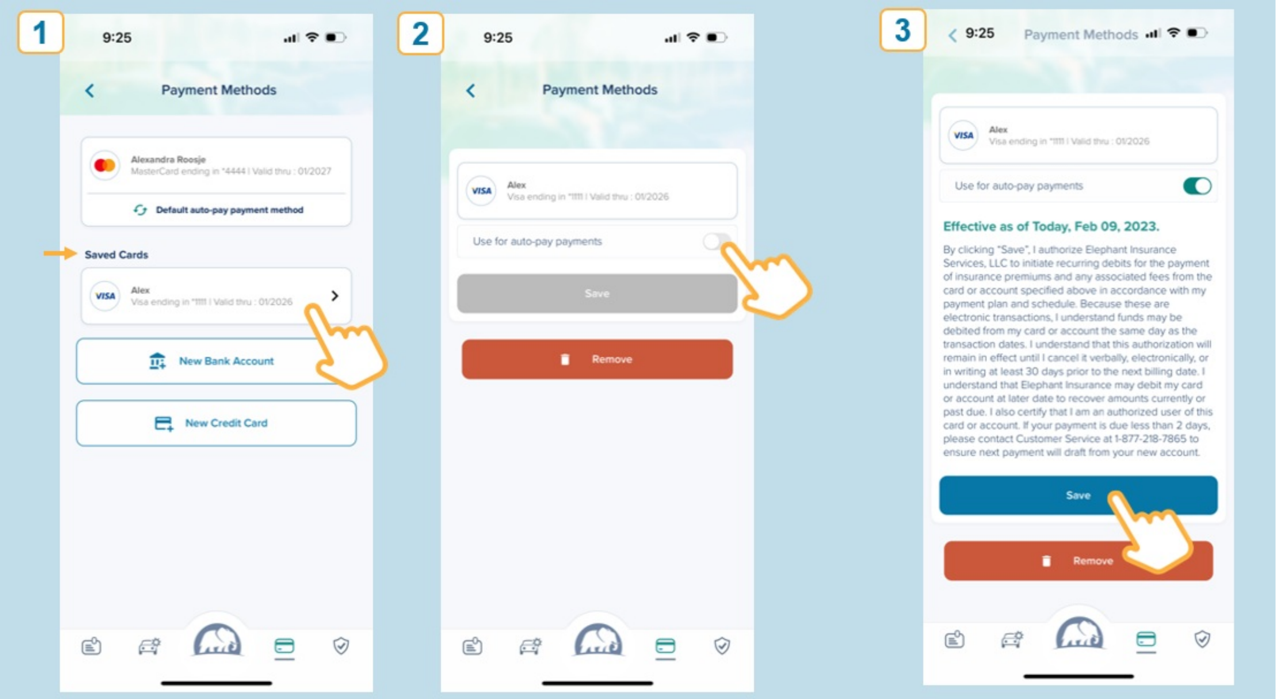
Effective as of Today, Feb 09, 2023.

By clicking "Save Credit Card", I authorize Elephant Insurance Services, LLC to initiate recurring debits for the payment of insurance premiums and any associated fees from the card or account specified above in accordance with my payment plan and schedule. Because these are electronic transactions, I understand funds may be debited from my card or account the same day as the transaction dates. I understand that this authorization will remain in effect until I cancel it verbally, electronically, or in writing at least 30 days prior to the next billing date. I understand that Elephant Insurance may debit my card or account at later date to recover amounts currently or past due. I also certify that I am an authorized user of this card or account. If your payment is due less than 2 days, please contact Customer Service at 1-877-218-7865 to ensure next payment will draft from your new account.

Updating Primary Payment Method

Only payment methods showing under "Saved Cards" can be updated or removed.

If the customer toggles "yes" to auto-pay the payment script will populate:



1

Alexandra Roosje
MasterCard ending in *4444 | Valid thru : 01/2027

Default auto-pay payment method

Saved Cards

Alex
Visa ending in *1111 | Valid thru : 01/2026

2

Alex
Visa ending in *1111 | Valid thru : 01/2026

Use for auto-pay payments ○

3

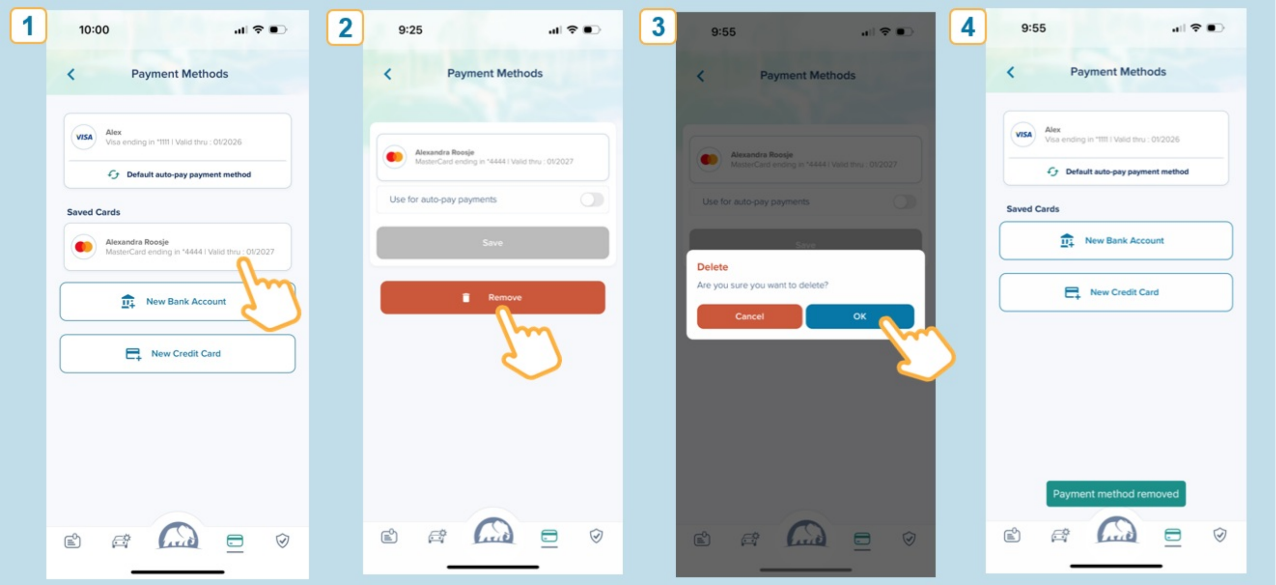
Alex
Visa ending in *1111 | Valid thru : 01/2026

Use for auto-pay payments ●

Effective as of Today, Feb 09, 2023.

By clicking "Save", I authorize Elephant Insurance Services, LLC to initiate recurring debits for the payment of insurance premiums and any associated fees from the card or account specified above in accordance with my payment plan and schedule. Because these are electronic transactions, I understand funds may be debited from my card or account the same day as the transaction dates. I understand that this authorization will remain in effect until I cancel it verbally, electronically, or in writing at least 30 days prior to the next billing date. I understand that Elephant Insurance may debit my card or account at later date to recover amounts currently or past due. I also certify that I am an authorized user of this card or account. If your payment is due less than 2 days, please contact Customer Service at 1-877-218-7865 to ensure next payment will draft from your new account.

Remove a Payment Method


1
10:00
Payment Methods
Default auto-pay payment method
Saved Cards
New Bank Account
New Credit Card
2
9:25
Payment Methods
Save
Remove
3
9:55
Payment Methods
Delete
Cancel
OK
4
9:55
Payment Methods
Default auto-pay payment method
Saved Cards
New Bank Account
New Credit Card

Alex
Visa ending in *1111 | Valid thru : 01/2026

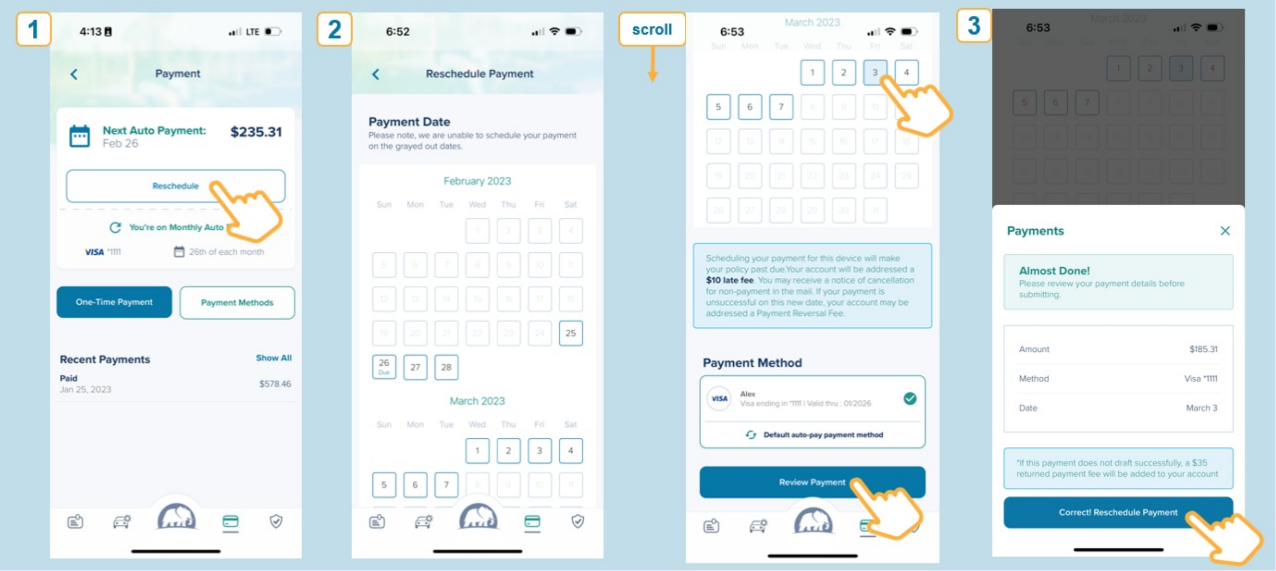
Alexandra Roosje
MasterCard ending in *4444 | Valid thru : 01/2027

Use for auto-pay payments

Are you sure you want to delete?

Payment method removed

Reschedule Upcoming Auto-Payment


1
4:13
LTE
Payment
Reschedule
One-Time Payment
Payment Methods
Recent Payments
Show All
2
6:52
Reschedule Payment
Payment Date
February 2023
Sun Mon Tue Wed Thu Fri Sat
March 2023
scroll
6:53
Payment Method
Review Payment
3
6:53
Payments
Correct! Reschedule Payment

Next Auto Payment: Feb 26 $235.31

You're on Monthly Auto

VISA *1111

26th of each month

Paid
Jan 25, 2023
$578.46

Please note, we are unable to schedule your payment on the grayed out dates.

Scheduling your payment for this device will make your policy past due.Your account will be addressed a **$10 late fee**. You may receive a notice of cancellation for non-payment in the mail. If your payment is unsuccessful on this new date, your account may be addressed a Payment Reversal Fee.

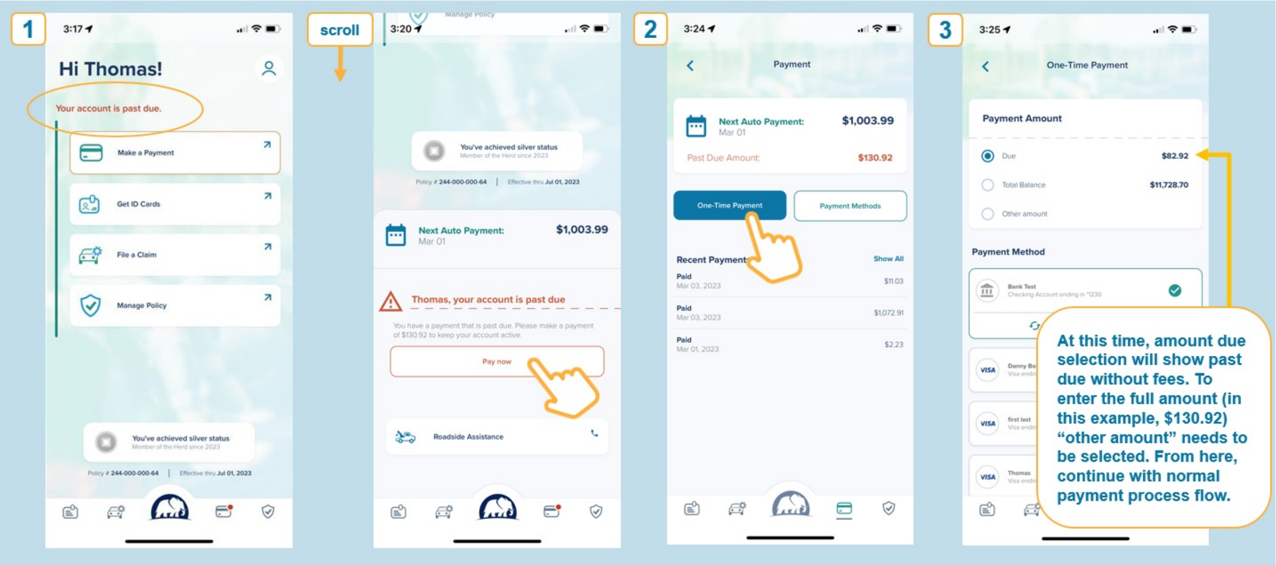
Alex
Visa ending in *1111 | Valid thru : 01/2026
Default auto-pay payment method

Almost Done!
Please review your payment details before submitting.

Amount	$185.31
Method	Visa *1111
Date	March 3

*If this payment does not draft successfully, a $35 returned payment fee will be added to your account

Past Due Payments


1
scroll
2
3
3:17
3:20
3:24
3:25
Make a Payment
Get ID Cards
File a Claim
Manage Policy
Pay now
Roadside Assistance
Payment
One-Time Payment
Payment Methods
Recent Payments
Show All
Payment Amount
Payment Method
Visa

1

Hi Thomas!

Your account is past due.

You've achieved silver status
Member of the Herd since 2023

Policy # 244-000-000-64 | Effective thru Jul 01, 2023

scroll

Next Auto Payment: $1,003.99
Mar 01

Thomas, your account is past due

You have a payment that is past due. Please make a payment of $130.92 to keep your account active.

2

Next Auto Payment: $1,003.99
Mar 01
Past Due Amount: $130.92

Recent Payments

Paid Mar 03, 2023	$11.03
Paid Mar 03, 2023	$1,072.91
Paid Mar 01, 2023	$2.23

3

One-Time Payment

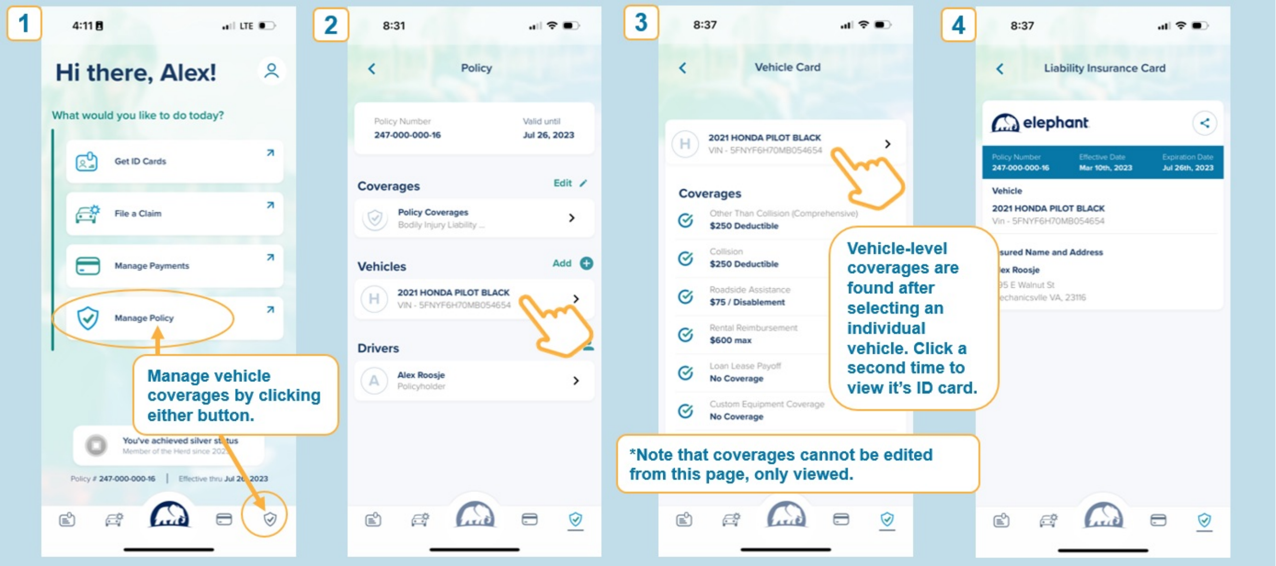
Payment Amount
● Due $82.92
○ Total Balance $11,728.70
○ Other amount

Payment Method
Bank Test
Checking Account ending in *1230

Danny Bo
first last
Thomas

At this time, amount due selection will show past due without fees. To enter the full amount (in this example, $130.92) "other amount" needs to be selected. From here, continue with normal payment process flow.

Viewing Vehicle-Level Coverages


1
2
3
4
4:11
LTE
8:31
8:37
Get ID Cards
File a Claim
Manage Payments
Manage Policy
Policy
Coverages
Edit
Vehicles
Add
Drivers
Vehicle Card
Liability Insurance Card
elephant

1

Hi there, Alex!

What would you like to do today?

Manage vehicle coverages by clicking either button.

You've achieved silver status
Member of the Herd since 2023

Policy # 247-000-000-16 | Effective thru Jul 26, 2023

2

Policy Number 247-000-000-16
Valid until Jul 26, 2023

Coverages
Policy Coverages
Bodily Injury Liability ...

Vehicles
2021 HONDA PILOT BLACK
VIN - 5FNYF6H70MB054654

Drivers
Alex Roosje
Policyholder

3

2021 HONDA PILOT BLACK
VIN - 5FNYF6H70MB054654

Coverages

Other Than Collision (Comprehensive)	$250 Deductible
Collision	$250 Deductible
Roadside Assistance	$75 / Disablement
Rental Reimbursement	$600 max
Loan Lease Payoff	No Coverage
Custom Equipment Coverage	No Coverage

Vehicle-level coverages are found after selecting an individual vehicle. Click a second time to view it's ID card.

*Note that coverages cannot be edited from this page, only viewed.

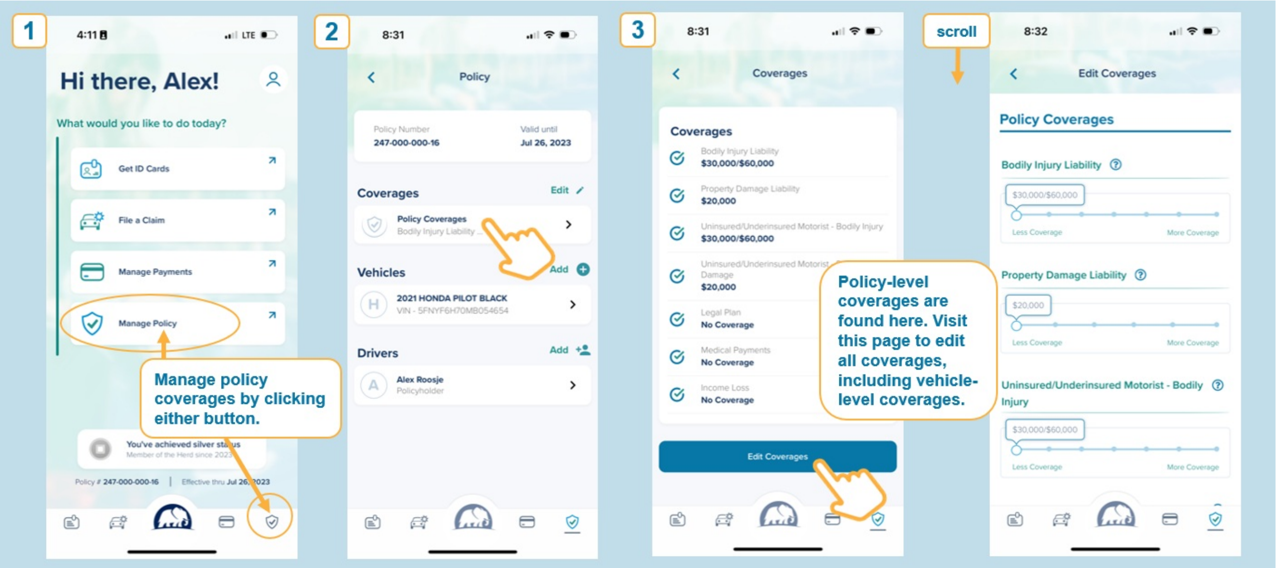
4

Policy Number	Effective Date	Expiration Date
247-000-000-16	Mar 10th, 2023	Jul 26th, 2023

Vehicle
2021 HONDA PILOT BLACK
Vin - 5FNYF6H70MB054654

sured Name and Address
ex Roosje
95 E Walnut St
echanicsvlle VA, 23116

Add/Edit/Remove Coverage


1
2
3
scroll
4:11
LTE
8:31
8:32
Get ID Cards
File a Claim
Manage Payments
Manage Policy
Policy
Coverages
Edit
Vehicles
Add
Drivers
Add
Edit Coverages
Less Coverage
More Coverage

1

Hi there, Alex!

What would you like to do today?

Manage policy coverages by clicking either button.

You've achieved silver status
Member of the Herd since 2023

Policy # 247-000-000-16 | Effective thru Jul 26, 2023

2

Policy Number 247-000-000-16
Valid until Jul 26, 2023

Coverages
Policy Coverages
Bodily Injury Liability ...

Vehicles
2021 HONDA PILOT BLACK
VIN - 5FNYF6H70MB054654

Drivers
Alex Roosje
Policyholder

3

Coverages

Bodily Injury Liability	$30,000/$60,000
Property Damage Liability	$20,000
Uninsured/Underinsured Motorist - Bodily Injury	$30,000/$60,000
Uninsured/Underinsured Motorist Damage	$20,000
Legal Plan	No Coverage
Medical Payments	No Coverage
Income Loss	No Coverage

Policy-level coverages are found here. Visit this page to edit all coverages, including vehicle-level coverages.

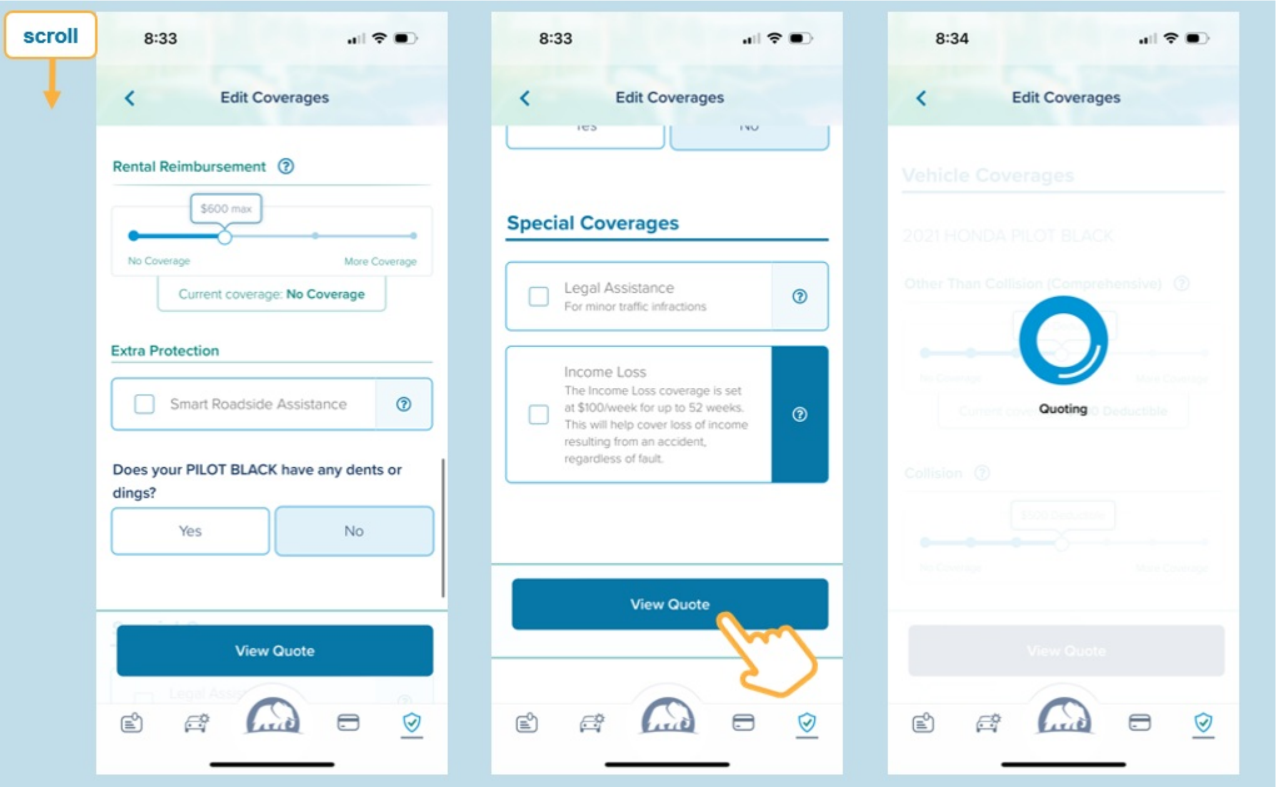
scroll

Policy Coverages

Bodily Injury Liability $30,000/$60,000

Property Damage Liability $20,000

Uninsured/Underinsured Motorist - Bodily Injury $30,000/$60,000



Edit Coverages

Rental Reimbursement

$600 max

No Coverage — More Coverage

Current coverage: **No Coverage**

Extra Protection

☐ Smart Roadside Assistance

Does your PILOT BLACK have any dents or dings?

Yes | No

View Quote

Edit Coverages

Special Coverages

☐ Legal Assistance
For minor traffic infractions

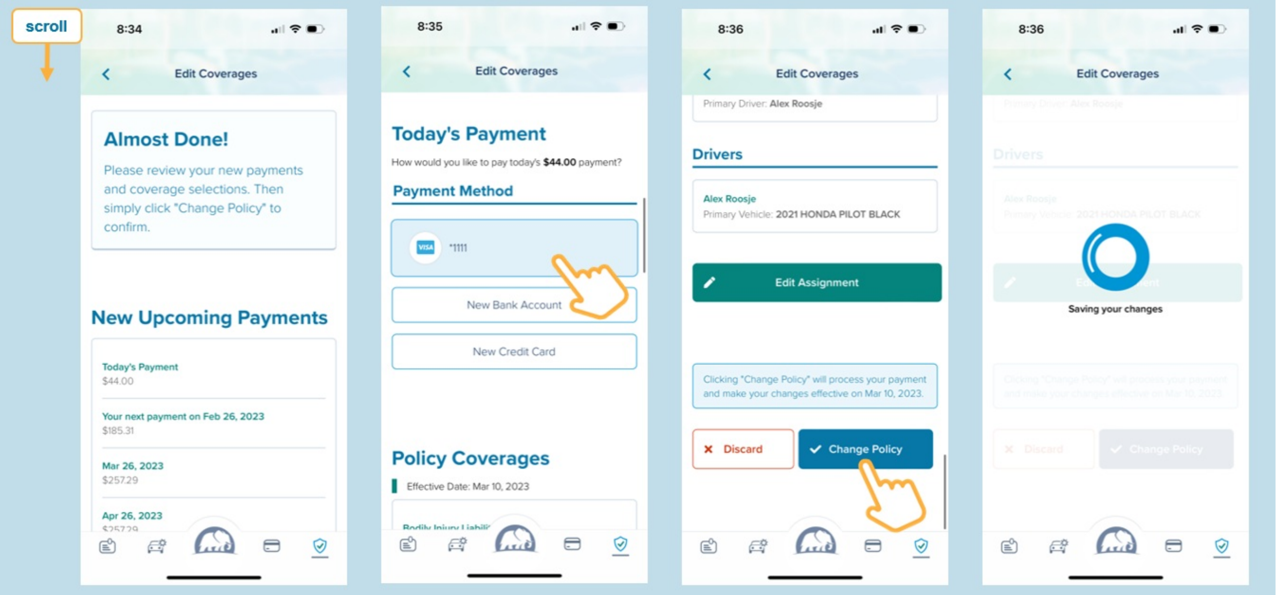
☐ Income Loss
The Income Loss coverage is set at $100/week for up to 52 weeks. This will help cover loss of income resulting from an accident, regardless of fault.

View Quote

Edit Coverages

Quoting

View Quote



Edit Coverages

Almost Done!

Please review your new payments and coverage selections. Then simply click "Change Policy" to confirm.

New Upcoming Payments

Today's Payment
$44.00

Your next payment on Feb 26, 2023
$185.31

Mar 26, 2023
$257.29

Apr 26, 2023

Edit Coverages

Today's Payment

How would you like to pay today's **$44.00** payment?

Payment Method

VISA *1111

New Bank Account

New Credit Card

Policy Coverages

Effective Date: Mar 10, 2023

Edit Coverages

Primary Driver: **Alex Roosje**

Drivers

Alex Roosje
Primary Vehicle: **2021 HONDA PILOT BLACK**

Edit Assignment

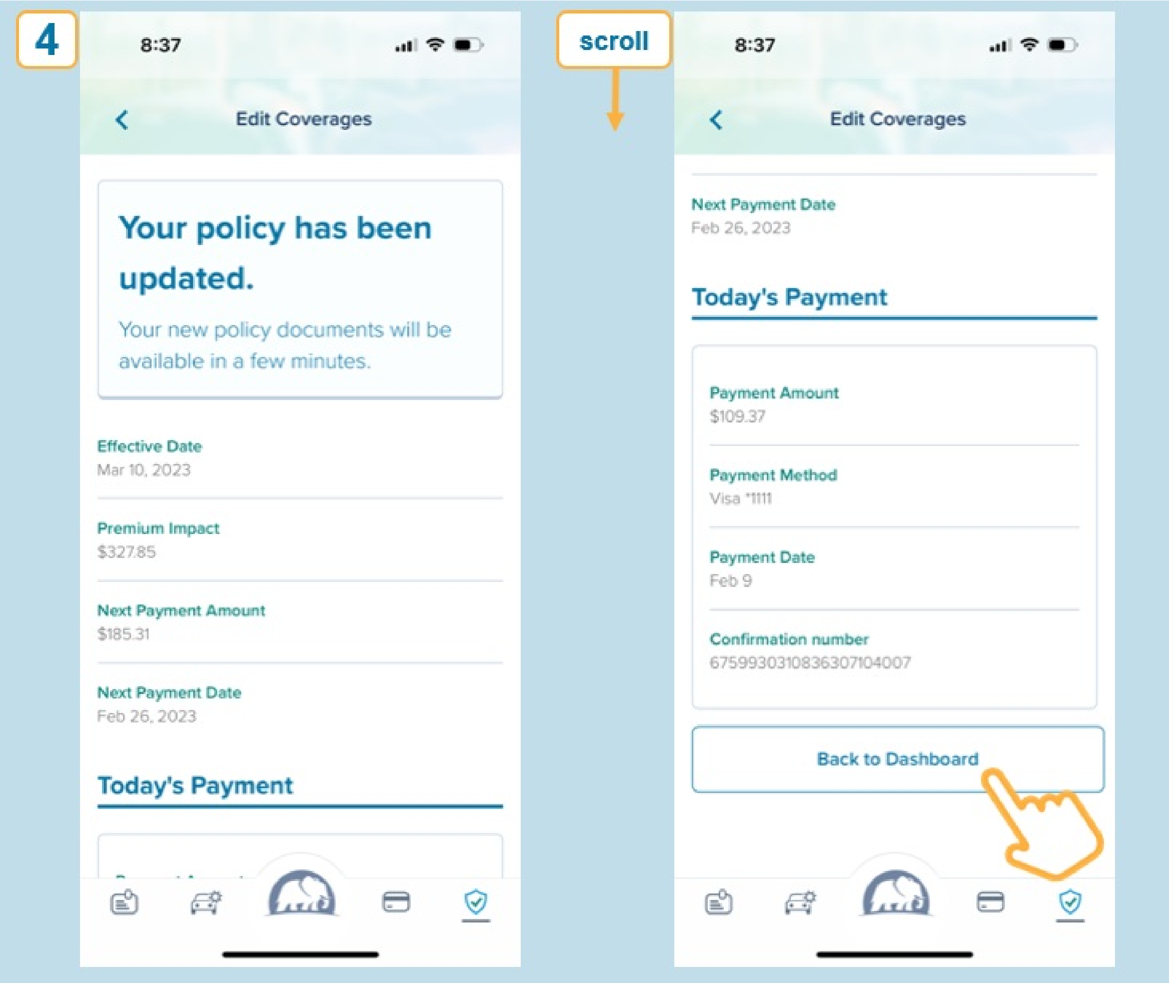
Clicking "Change Policy" will process your payment and make your changes effective on Mar 10, 2023.

✕ Discard | ✓ Change Policy

Edit Coverages

Saving your changes

Once the customer sees this message, they have successfully made changes to their coverage:



4

8:37

Edit Coverages

Your policy has been updated.

Your new policy documents will be available in a few minutes.

Effective Date
Mar 10, 2023

Premium Impact
$327.85

Next Payment Amount
$185.31

Next Payment Date
Feb 26, 2023

Today's Payment

scroll

8:37

Edit Coverages

Next Payment Date
Feb 26, 2023

Today's Payment

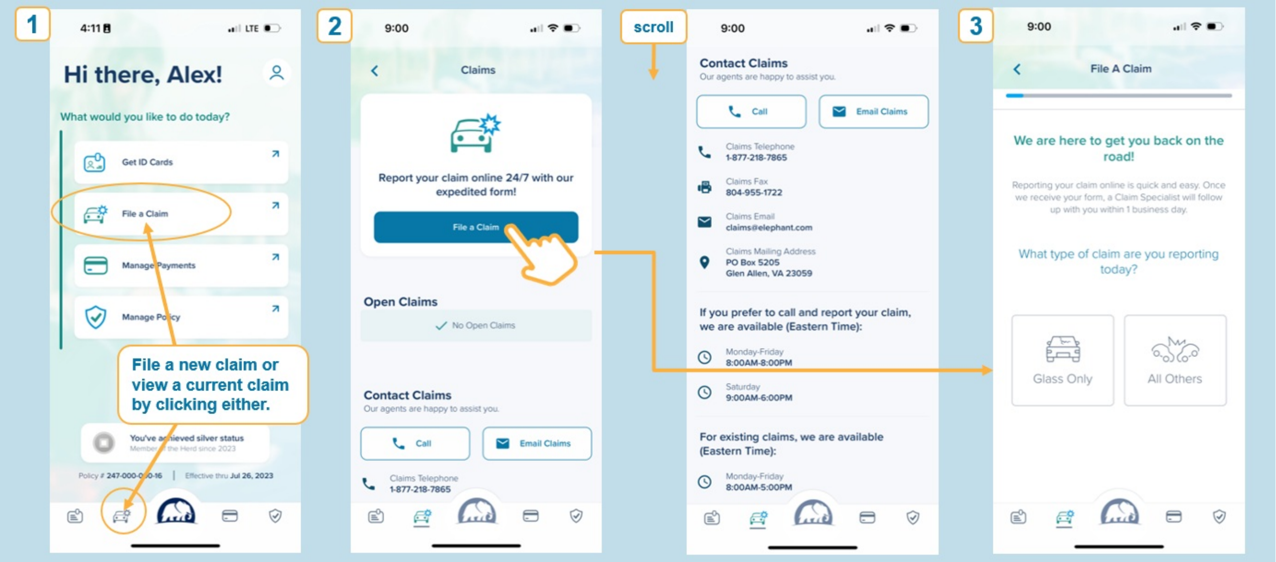
Payment Amount
$109.37

Payment Method
Visa *1111

Payment Date
Feb 9

Confirmation number
6759930310836307104007

File a Claim



1

4:11

Hi there, Alex!

What would you like to do today?

File a new claim or view a current claim by clicking either.

You've achieved silver status
Member of the Herd since 2023

Policy # 247-000-0[illegible]0-16 | Effective thru Jul 26, 2023

2

9:00

Claims

Report your claim online 24/7 with our expedited form!

Open Claims

✓ No Open Claims

Contact Claims
Our agents are happy to assist you.

Claims Telephone
1-877-218-7865

scroll

9:00

Contact Claims
Our agents are happy to assist you.

Claims Telephone
1-877-218-7865

Claims Fax
804-955-1722

Claims Email
claims@elephant.com

Claims Mailing Address
PO Box 5205
Glen Allen, VA 23059

If you prefer to call and report your claim, we are available (Eastern Time):

Monday-Friday
8:00AM-8:00PM

Saturday
9:00AM-6:00PM

For existing claims, we are available (Eastern Time):

Monday-Friday
8:00AM-5:00PM

3

9:00

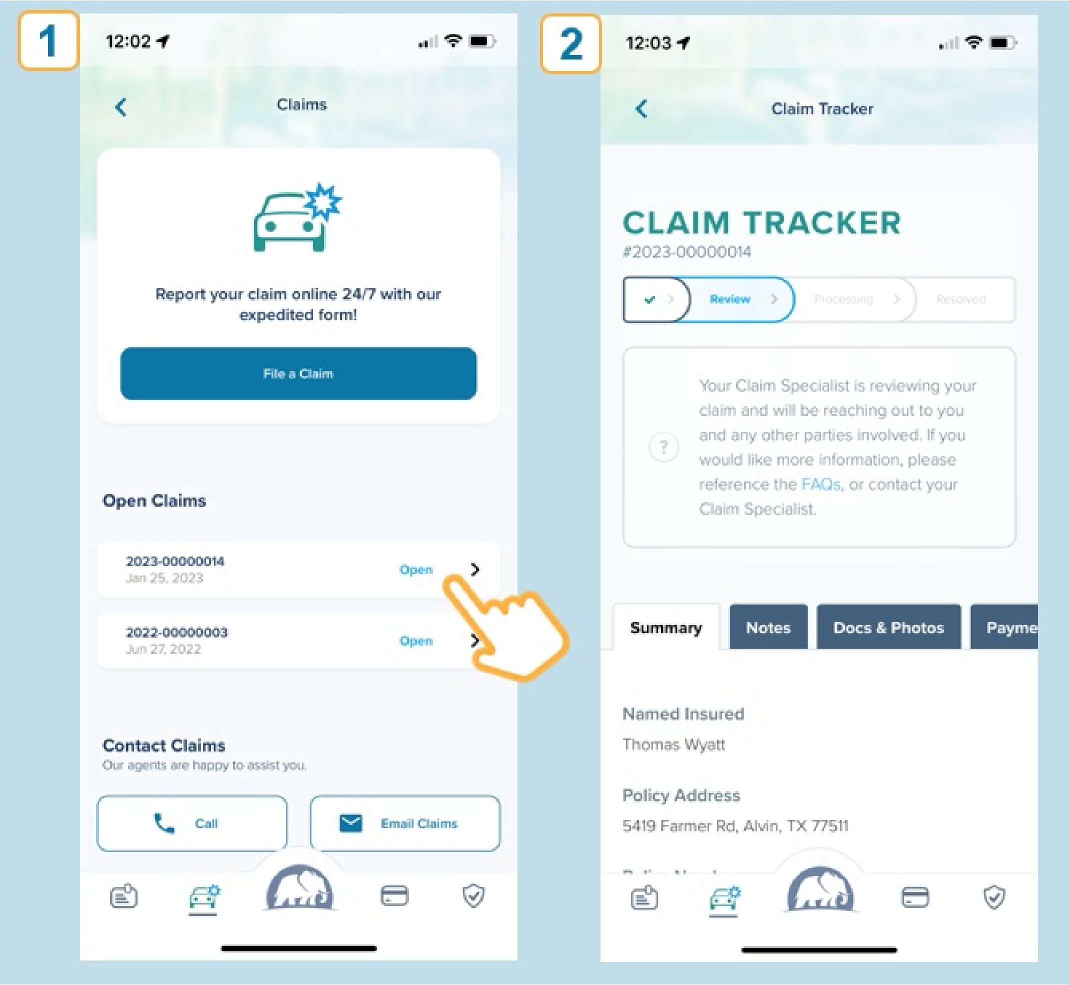
File A Claim

We are here to get you back on the road!

Reporting your claim online is quick and easy. Once we receive your form, a Claim Specialist will follow up with you within 1 business day.

What type of claim are you reporting today?

View Open Claims


1
12:02
Claims
File a Claim
Open
Open
Call
Email Claims
2
12:03
Claim Tracker
Review
Processing
Resolved
Summary
Notes
Docs & Photos
Payme

Report your claim online 24/7 with our expedited form!

Open Claims

2023-00000014 Jan 25, 2023 Open

2022-00000003 Jun 27, 2022 Open

Contact Claims

Our agents are happy to assist you.

CLAIM TRACKER

#2023-00000014

Your Claim Specialist is reviewing your claim and will be reaching out to you and any other parties involved. If you would like more information, please reference the FAQs, or contact your Claim Specialist.

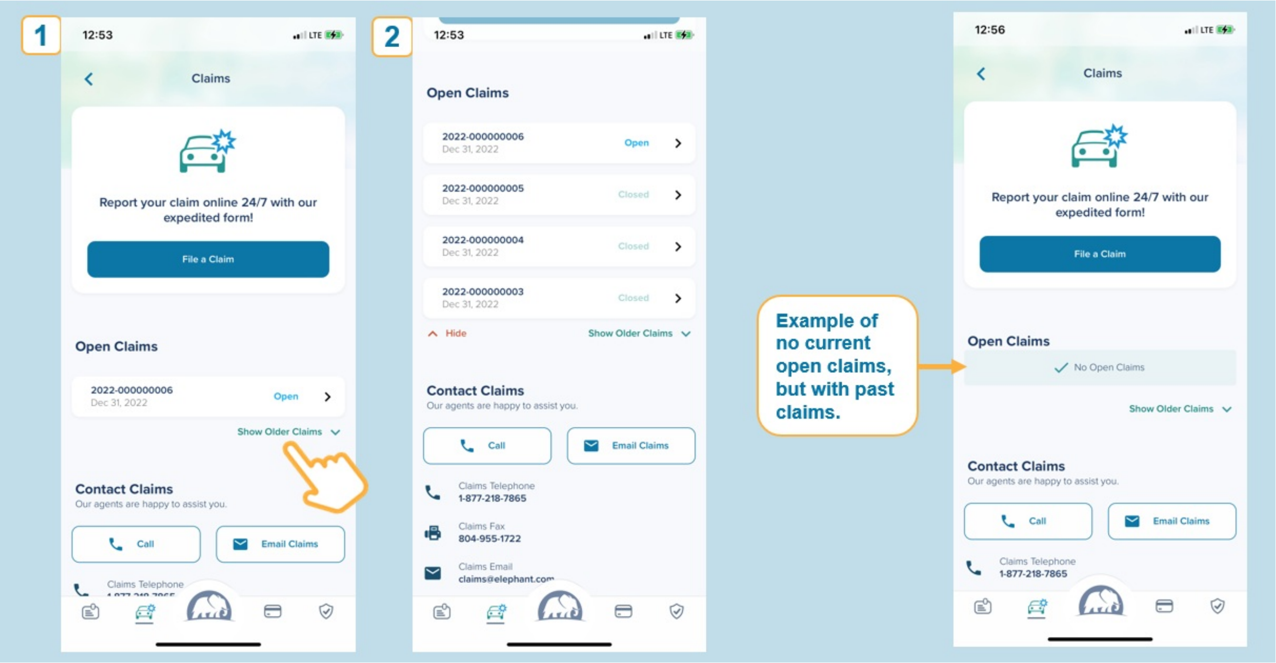
Named Insured

Thomas Wyatt

Policy Address

5419 Farmer Rd, Alvin, TX 77511

View Closed and Past Claims


1
12:53
LTE
Claims
File a Claim
Open
Show Older Claims
Call
Email Claims
2
12:53
LTE
Open
Closed
Closed
Closed
Hide
Show Older Claims
Call
Email Claims
12:56
LTE
Claims
File a Claim
Show Older Claims
Call
Email Claims

Report your claim online 24/7 with our expedited form!

Open Claims

2022-000000006 Dec 31, 2022 Open

Contact Claims

Our agents are happy to assist you.

Open Claims

2022-000000006 Dec 31, 2022 Open

2022-000000005 Dec 31, 2022 Closed

2022-000000004 Dec 31, 2022 Closed

2022-000000003 Dec 31, 2022 Closed

Contact Claims

Our agents are happy to assist you.

Claims Telephone 1-877-218-7865

Claims Fax 804-955-1722

Claims Email claims@elephant.com

Example of no current open claims, but with past claims.

Report your claim online 24/7 with our expedited form!

Open Claims

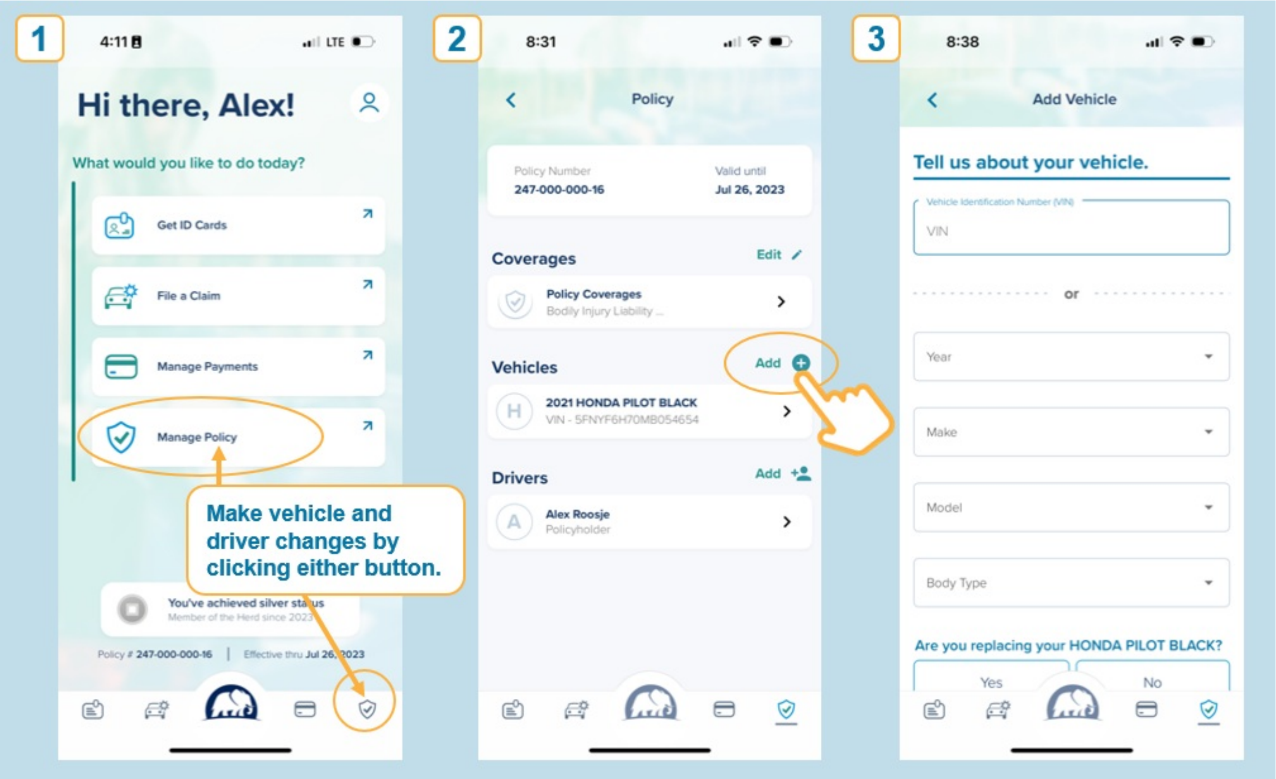
No Open Claims

Contact Claims

Our agents are happy to assist you.

Claims Telephone 1-877-218-7865

Add Vehicle


1
2
3
Get ID Cards
File a Claim
Manage Payments
Manage Policy
Edit
Add
Add
Yes
No

1 Hi there, Alex!

What would you like to do today?

Make vehicle and driver changes by clicking either button.

You've achieved silver status
Member of the Herd since 2023

Policy # 247-000-000-16 | Effective thru Jul 26, 2023

2 Policy

Policy Number 247-000-000-16
Valid until Jul 26, 2023

Coverages
Policy Coverages
Bodily Injury Liability ...

Vehicles
2021 HONDA PILOT BLACK
VIN - 5FNYF6H70MB054654

Drivers
Alex Roosje
Policyholder

3 Add Vehicle

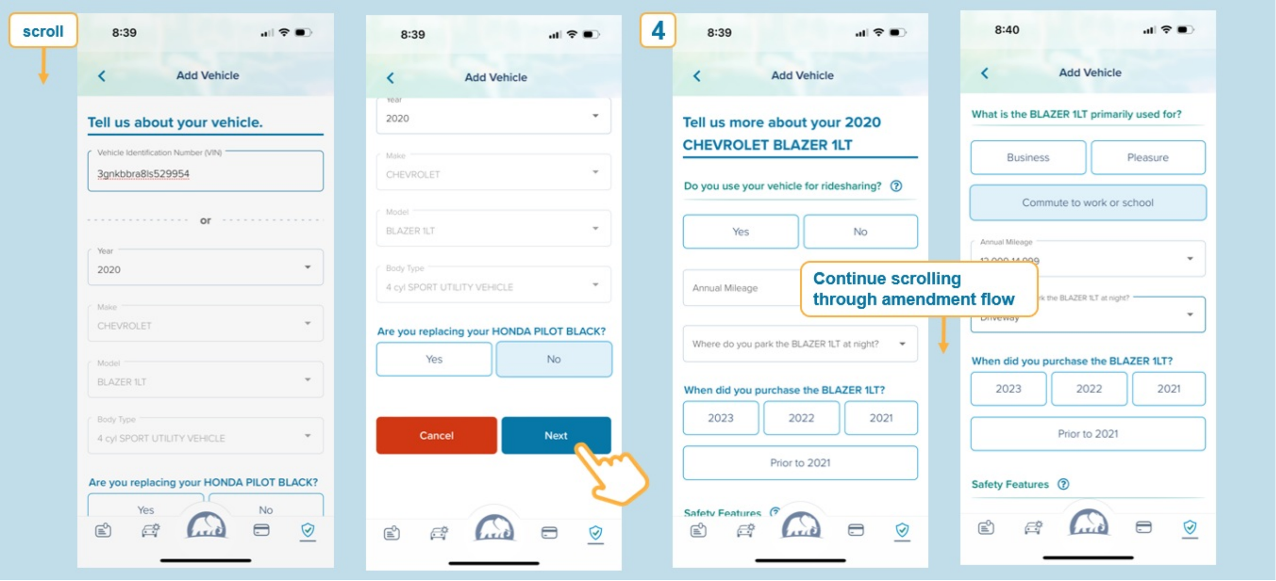
Tell us about your vehicle.

Vehicle Identification Number (VIN): VIN

or

Year
Make
Model
Body Type

Are you replacing your HONDA PILOT BLACK?


scroll
4
Add Vehicle
Yes
No
Cancel
Next
Business
Pleasure
Commute to work or school
2023
2022
2021
Prior to 2021

Tell us about your vehicle.

Vehicle Identification Number (VIN): 3gnkbbra8ls529954

or

Year: 2020
Make: CHEVROLET
Model: BLAZER 1LT
Body Type: 4 cyl SPORT UTILITY VEHICLE

Are you replacing your HONDA PILOT BLACK?

4 Tell us more about your 2020 CHEVROLET BLAZER 1LT

Do you use your vehicle for ridesharing?

Annual Mileage

Where do you park the BLAZER 1LT at night?

When did you purchase the BLAZER 1LT?

Safety Features

Continue scrolling through amendment flow

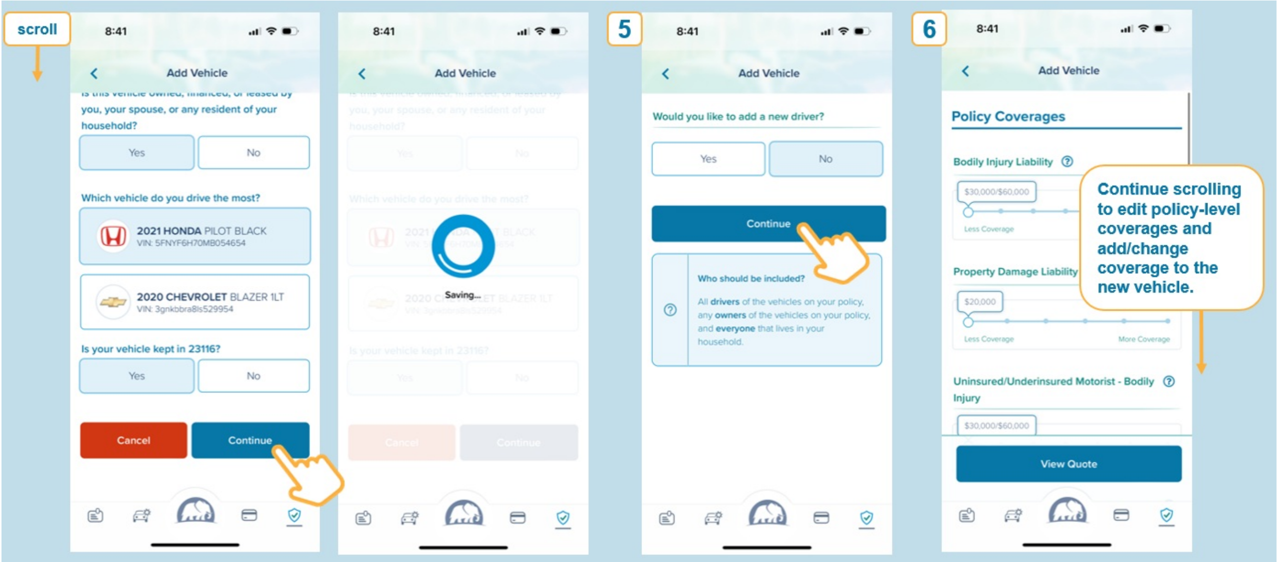
What is the BLAZER 1LT primarily used for?

Annual Mileage: 12,000-14,999

Where do you park the BLAZER 1LT at night?: Driveway

When did you purchase the BLAZER 1LT?

Safety Features


scroll
8:41
Add Vehicle

Is this vehicle owned, financed, or leased by you, your spouse, or any resident of your household?

Yes No

Which vehicle do you drive the most?

2021 HONDA PILOT BLACK
VIN: 5FNYF6H70MB054654

2020 CHEVROLET BLAZER 1LT
VIN: 3gnkbbra8ls529954

Is your vehicle kept in 23116?

Yes No

Cancel
Continue
8:41
Add Vehicle
Saving...
5
8:41
Add Vehicle

Would you like to add a new driver?

Yes No

Continue

Who should be included?

All **drivers** of the vehicles on your policy, any **owners** of the vehicles on your policy, and **everyone** that lives in your household.

6
8:41
Add Vehicle

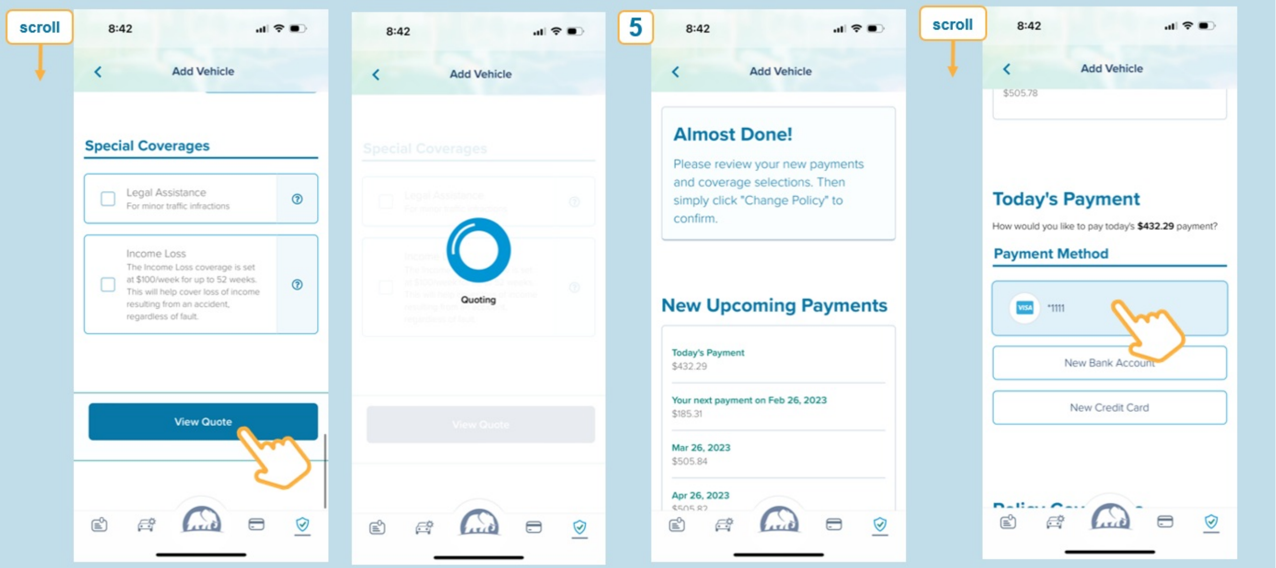
Policy Coverages

Bodily Injury Liability
$30,000/$60,000
Less Coverage

Property Damage Liability
$20,000
Less Coverage More Coverage

Uninsured/Underinsured Motorist - Bodily Injury
$30,000/$60,000

Continue scrolling to edit policy-level coverages and add/change coverage to the new vehicle.


scroll
8:42
Add Vehicle

Special Coverages

☐ Legal Assistance
For minor traffic infractions

☐ Income Loss
The Income Loss coverage is set at $100/week for up to 52 weeks. This will help cover loss of income resulting from an accident, regardless of fault.

View Quote
8:42
Add Vehicle
Quoting
5
8:42
Add Vehicle

Almost Done!

Please review your new payments and coverage selections. Then simply click "Change Policy" to confirm.

New Upcoming Payments

Today's Payment
$432.29

Your next payment on Feb 26, 2023
$185.31

Mar 26, 2023
$505.84

Apr 26, 2023
$505.82

scroll
8:42
Add Vehicle

$505.78

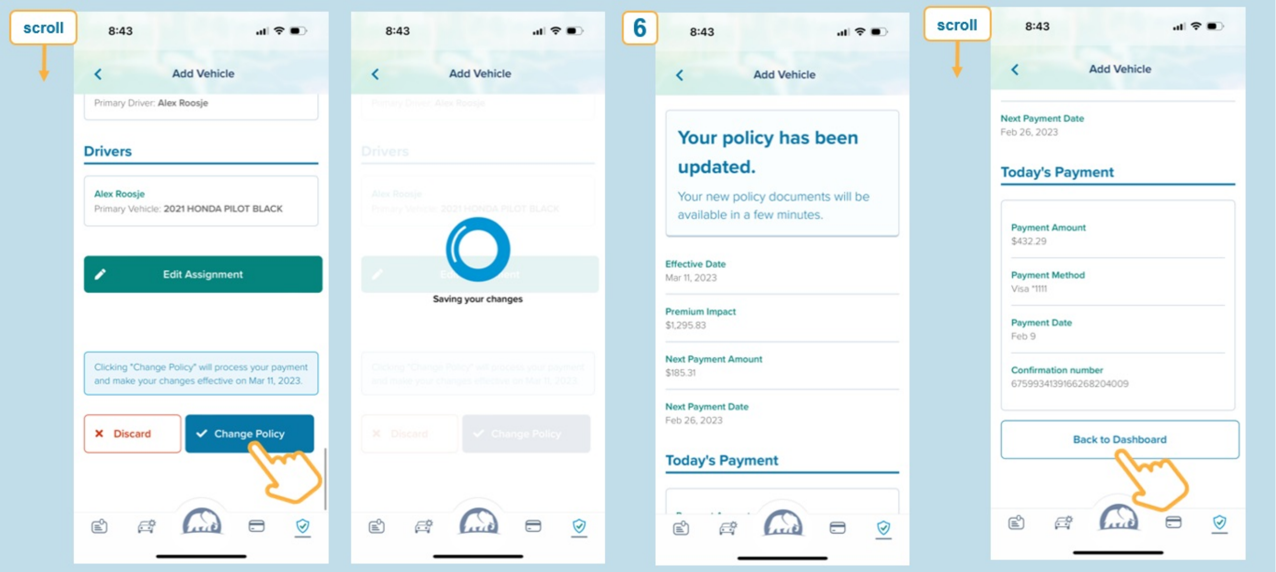
Today's Payment

How would you like to pay today's **$432.29** payment?

Payment Method

VISA *1111

New Bank Account
New Credit Card


scroll
8:43
Add Vehicle

Primary Driver: **Alex Roosje**

Drivers

Alex Roosje
Primary Vehicle: **2021 HONDA PILOT BLACK**

Edit Assignment

Clicking "Change Policy" will process your payment and make your changes effective on Mar 11, 2023.

✕ Discard
✓ Change Policy
8:43
Add Vehicle
Saving your changes
6
8:43
Add Vehicle

Your policy has been updated.

Your new policy documents will be available in a few minutes.

Effective Date
Mar 11, 2023

Premium Impact
$1,295.83

Next Payment Amount
$185.31

Next Payment Date
Feb 26, 2023

Today's Payment

scroll
8:43
Add Vehicle

Next Payment Date
Feb 26, 2023

Today's Payment

Payment Amount
$432.29

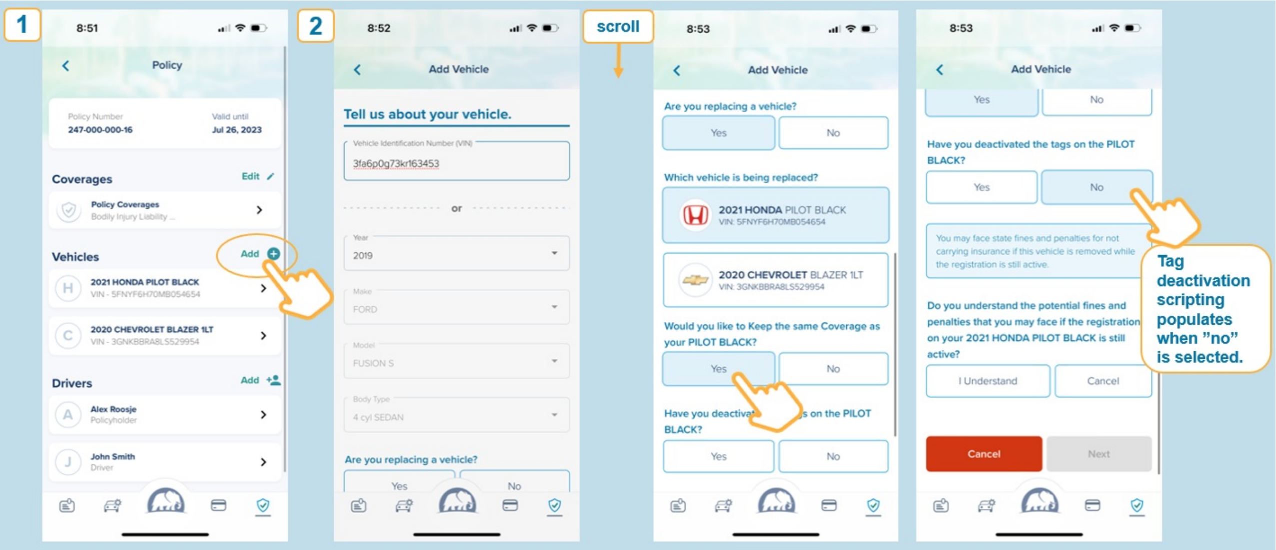
Payment Method
Visa *1111

Payment Date
Feb 9

Confirmation number
6759934139166268204009

Back to Dashboard

Swap a Vehicle



1

8:51

Policy

Policy Number 247-000-000-16
Valid until Jul 26, 2023

Coverages
Edit
Policy Coverages
Bodily Injury Liability ...

Vehicles
Add
2021 HONDA PILOT BLACK
VIN - 5FNYF6H70MB054654
2020 CHEVROLET BLAZER 1LT
VIN - 3GNKBBRA8LS529954

Drivers
Add
Alex Roosje
Policyholder
John Smith
Driver

2

8:52

Add Vehicle

Tell us about your vehicle.

Vehicle Identification Number (VIN): 3fa6p0g73kr163453

or

Year: 2019
Make: FORD
Model: FUSION S
Body Type: 4 cyl SEDAN

Are you replacing a vehicle?
Yes No

scroll

8:53

Add Vehicle

Are you replacing a vehicle?
Yes No

Which vehicle is being replaced?
2021 HONDA PILOT BLACK
VIN: 5FNYF6H70MB054654
2020 CHEVROLET BLAZER 1LT
VIN: 3GNKBBRA8LS529954

Would you like to Keep the same Coverage as your PILOT BLACK?
Yes No

Have you deactivated the tags on the PILOT BLACK?
Yes No

8:53

Add Vehicle

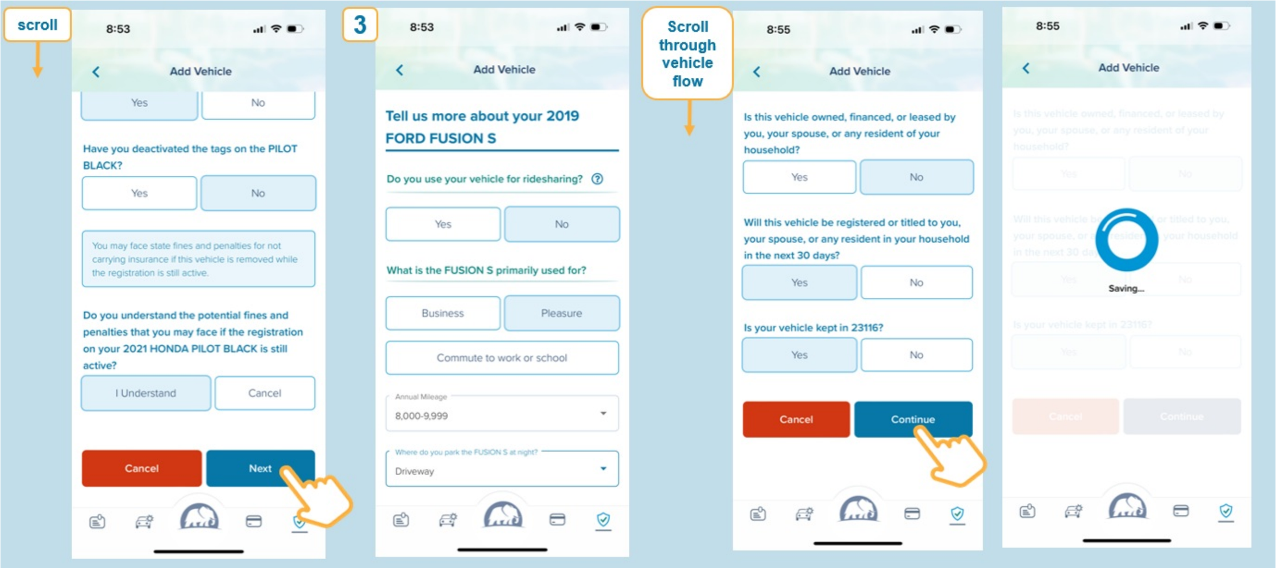
Yes No

Have you deactivated the tags on the PILOT BLACK?
Yes No

You may face state fines and penalties for not carrying insurance if this vehicle is removed while the registration is still active.

Do you understand the potential fines and penalties that you may face if the registration on your 2021 HONDA PILOT BLACK is still active?
I Understand Cancel

Cancel Next



scroll

8:53

Add Vehicle

Yes No

Have you deactivated the tags on the PILOT BLACK?
Yes No

You may face state fines and penalties for not carrying insurance if this vehicle is removed while the registration is still active.

Do you understand the potential fines and penalties that you may face if the registration on your 2021 HONDA PILOT BLACK is still active?
I Understand Cancel

Cancel Next

3

8:53

Add Vehicle

Tell us more about your 2019 FORD FUSION S

Do you use your vehicle for ridesharing?
Yes No

What is the FUSION S primarily used for?
Business Pleasure
Commute to work or school

Annual Mileage: 8,000-9,999
Where do you park the FUSION S at night?: Driveway

Scroll through vehicle flow

8:55

Add Vehicle

Is this vehicle owned, financed, or leased by you, your spouse, or any resident of your household?
Yes No

Will this vehicle be registered or titled to you, your spouse, or any resident in your household in the next 30 days?
Yes No

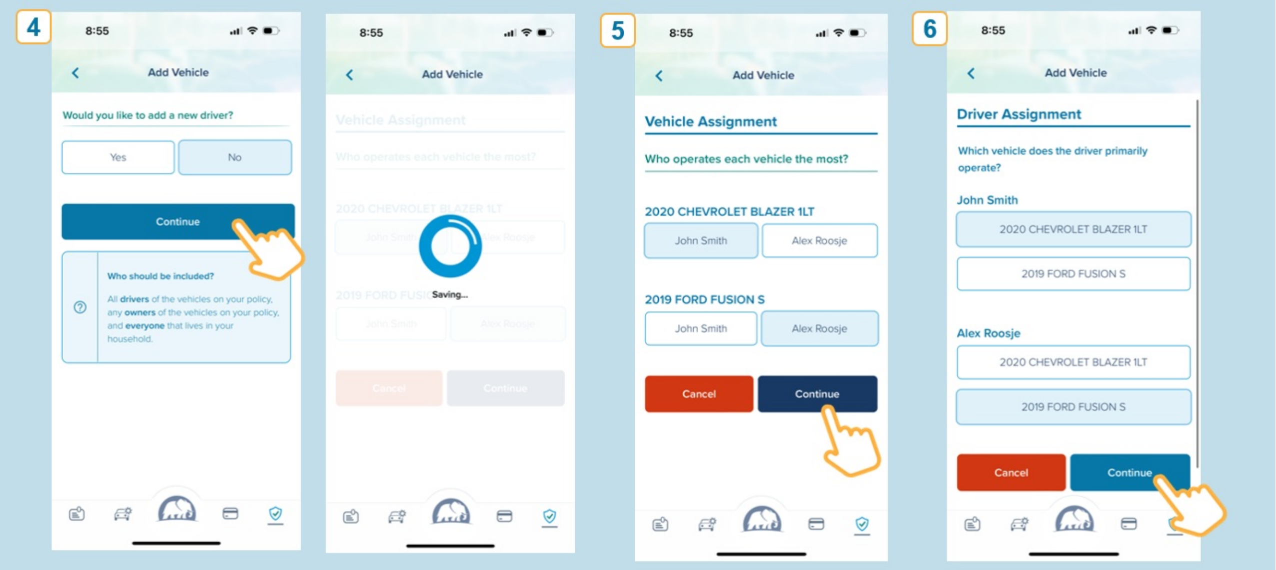
Is your vehicle kept in 23116?
Yes No

Cancel Continue

8:55

Add Vehicle

Saving...



4

8:55

Add Vehicle

Would you like to add a new driver?
Yes No

Continue

Who should be included?
All drivers of the vehicles on your policy, any owners of the vehicles on your policy, and everyone that lives in your household.

8:55

Add Vehicle

Saving...

5

8:55

Add Vehicle

Vehicle Assignment

Who operates each vehicle the most?

2020 CHEVROLET BLAZER 1LT
John Smith Alex Roosje

2019 FORD FUSION S
John Smith Alex Roosje

Cancel Continue

6

8:55

Add Vehicle

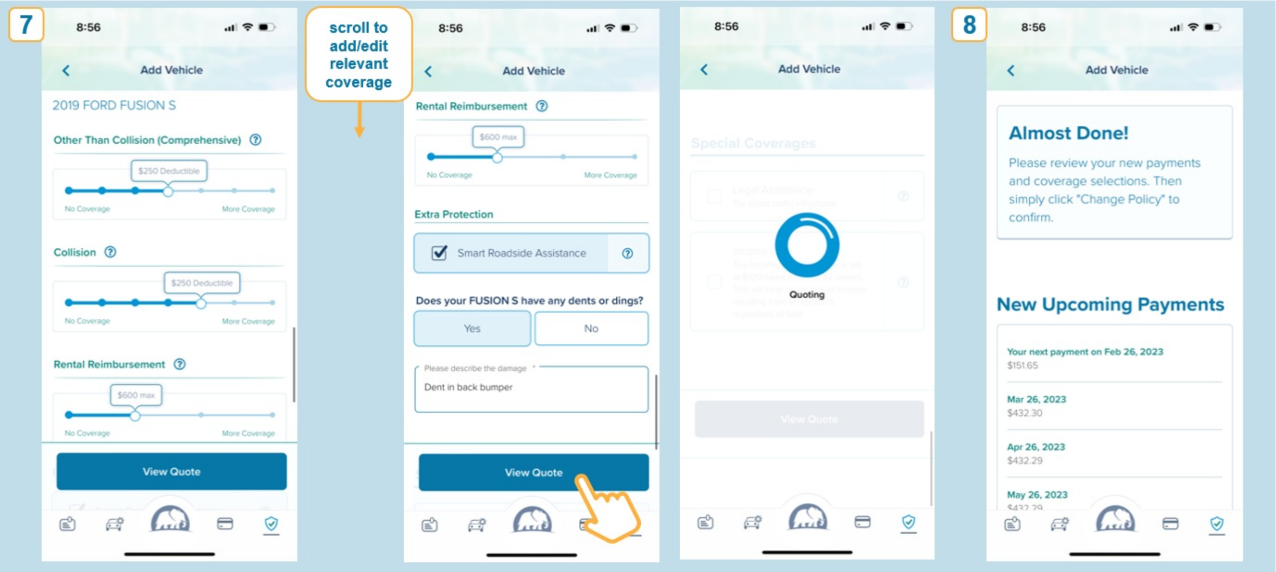
Driver Assignment

Which vehicle does the driver primarily operate?

John Smith
2020 CHEVROLET BLAZER 1LT
2019 FORD FUSION S

Alex Roosje
2020 CHEVROLET BLAZER 1LT
2019 FORD FUSION S

Cancel Continue


7
8:56
Add Vehicle
Other Than Collision (Comprehensive)
$250 Deductible
No Coverage
More Coverage
Collision
$250 Deductible
No Coverage
More Coverage
Rental Reimbursement
$600 max
No Coverage
More Coverage
View Quote
8:56
Add Vehicle
Rental Reimbursement
$600 max
No Coverage
More Coverage
Extra Protection
Smart Roadside Assistance
Yes
No
View Quote
8:56
Add Vehicle
Special Coverages
Quoting
View Quote
8
8:56
Add Vehicle

2019 FORD FUSION S

scroll to add/edit relevant coverage

☑ Smart Roadside Assistance

Does your FUSION S have any dents or dings?

Please describe the damage *
Dent in back bumper

Almost Done!

Please review your new payments and coverage selections. Then simply click "Change Policy" to confirm.

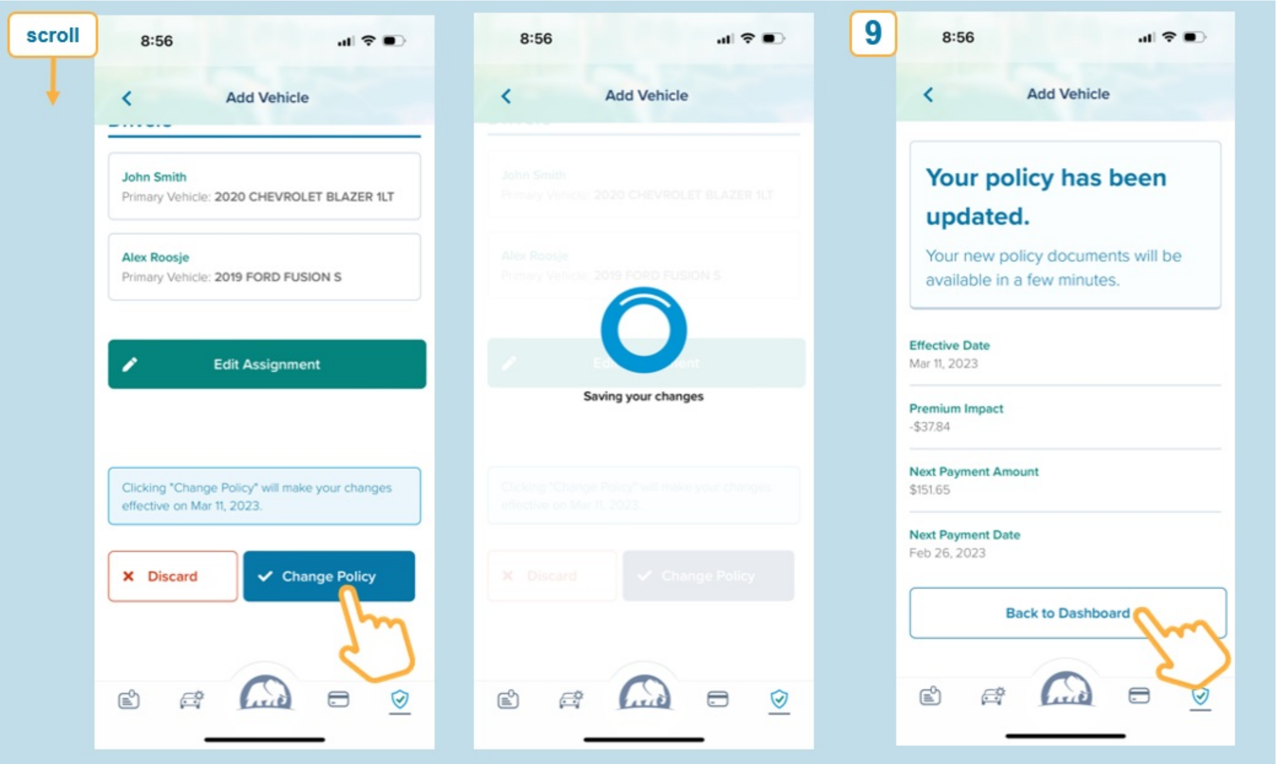
New Upcoming Payments

Your next payment on Feb 26, 2023
$151.65

Mar 26, 2023
$432.30

Apr 26, 2023
$432.29

May 26, 2023
$432.29


8:56
Add Vehicle
Edit Assignment
Discard
Change Policy
8:56
Add Vehicle
Saving your changes
9
8:56
Add Vehicle
Back to Dashboard

scroll

John Smith
Primary Vehicle: 2020 CHEVROLET BLAZER 1LT

Alex Roosje
Primary Vehicle: 2019 FORD FUSION S

Clicking "Change Policy" will make your changes effective on Mar 11, 2023.

Your policy has been updated.

Your new policy documents will be available in a few minutes.

Effective Date
Mar 11, 2023

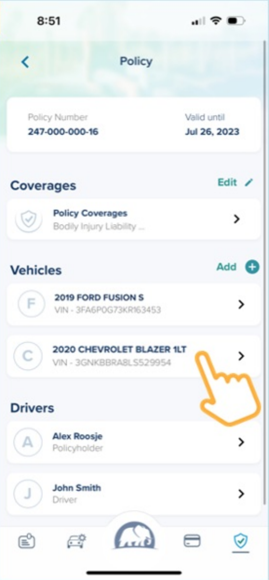
Premium Impact
-$37.84

Next Payment Amount
$151.65

Next Payment Date
Feb 26, 2023

Remove a Vehicle

1


8:51

Policy

Policy Number
247-000-000-16

Valid until
Jul 26, 2023

Coverages
Edit

Policy Coverages
Bodily Injury Liability ...

Vehicles
Add

2019 FORD FUSION S
VIN - 3FA6P0G73KR163453

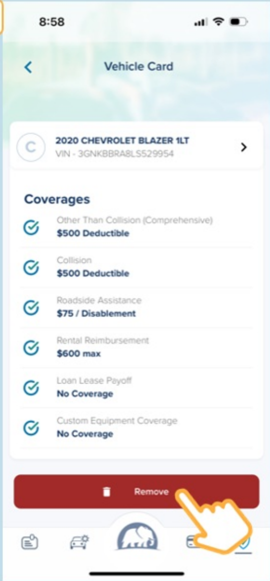
2020 CHEVROLET BLAZER 1LT
VIN - 3GNKBBRA8LS529954

Drivers

Alex Roosje
Policyholder

John Smith
Driver

2


8:58

Vehicle Card

2020 CHEVROLET BLAZER 1LT
VIN - 3GNKBBRA8LS529954

Coverages

Other Than Collision (Comprehensive)
$500 Deductible

Collision
$500 Deductible

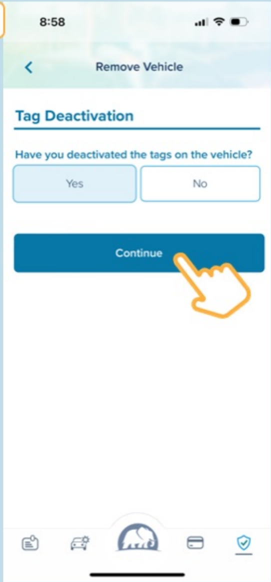
Roadside Assistance
$75 / Disablement

Rental Reimbursement
$600 max

Loan Lease Payoff
No Coverage

Custom Equipment Coverage
No Coverage

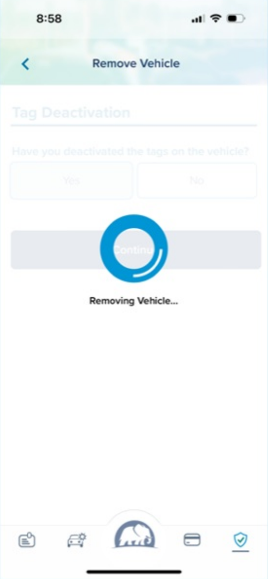
3


8:58

Remove Vehicle

Tag Deactivation

Have you deactivated the tags on the vehicle?


8:58

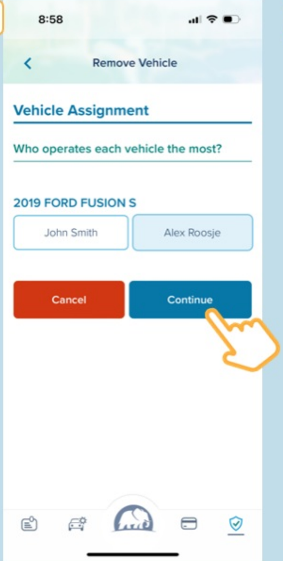
Remove Vehicle

Tag Deactivation

Have you deactivated the tags on the vehicle?

Removing Vehicle...

4


8:58

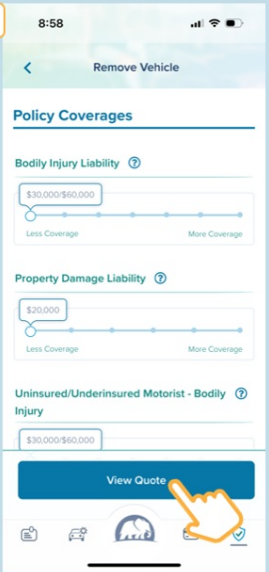
Remove Vehicle

Vehicle Assignment

Who operates each vehicle the most?

2019 FORD FUSION S

5


8:58

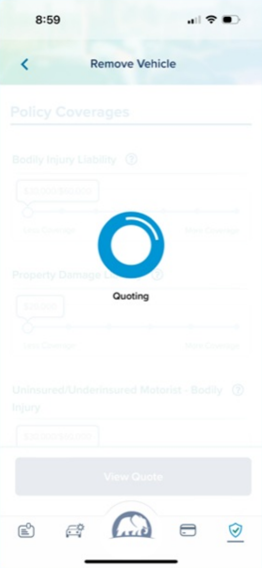
Remove Vehicle

Policy Coverages

Bodily Injury Liability
$30,000/$60,000
Less Coverage
More Coverage

Property Damage Liability
$20,000
Less Coverage
More Coverage

Uninsured/Underinsured Motorist - Bodily Injury
$30,000/$60,000

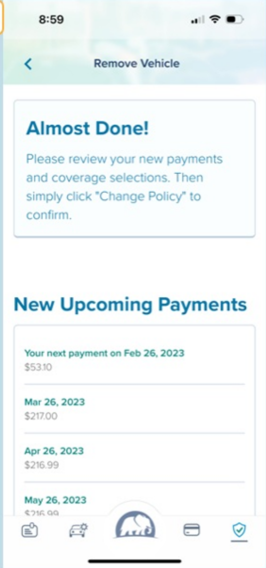

8:59

Remove Vehicle

Policy Coverages

Quoting

6


8:59

Remove Vehicle

Almost Done!

Please review your new payments and coverage selections. Then simply click "Change Policy" to confirm.

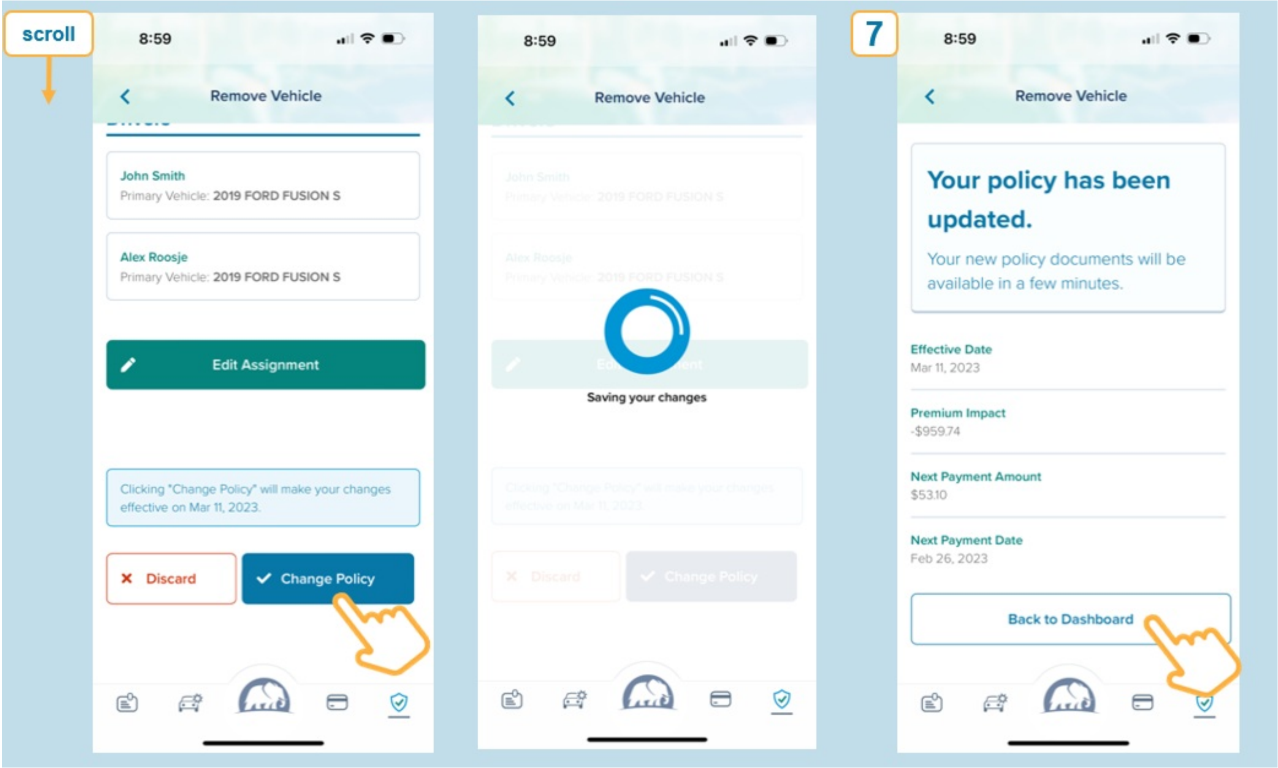
New Upcoming Payments

Your next payment on Feb 26, 2023
$53.10

Mar 26, 2023
$217.00

Apr 26, 2023
$216.99

May 26, 2023
$216.99


scroll
8:59
Remove Vehicle
Edit Assignment
Discard
Change Policy
Saving your changes
7
Back to Dashboard

John Smith
Primary Vehicle: 2019 FORD FUSION S

Alex Roosje
Primary Vehicle: 2019 FORD FUSION S

Clicking "Change Policy" will make your changes effective on Mar 11, 2023.

Your policy has been updated.

Your new policy documents will be available in a few minutes.

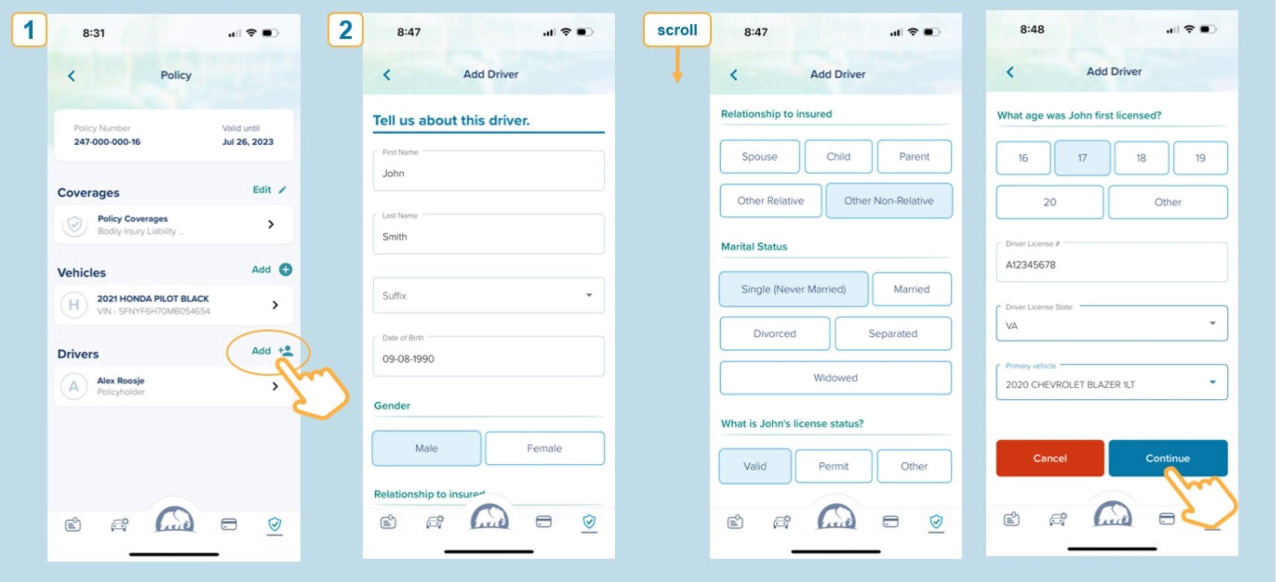
Effective Date
Mar 11, 2023

Premium Impact
-$959.74

Next Payment Amount
$53.10

Next Payment Date
Feb 26, 2023

Adding a Driver


1
8:31
Policy
Coverages
Edit
Vehicles
Add
Drivers
Add
2
8:47
Add Driver
scroll
8:47
Add Driver
8:48
Add Driver
Cancel
Continue

Policy Number
247-000-000-16

Valid until
Jul 26, 2023

Policy Coverages
Bodily Injury Liability ...

2021 HONDA PILOT BLACK
VIN - 5FNYF6H70MB054654

Alex Roosje
Policyholder

Tell us about this driver.

First Name: John
Last Name: Smith
Suffix
Date of Birth: 09-08-1990

Gender
Male | Female

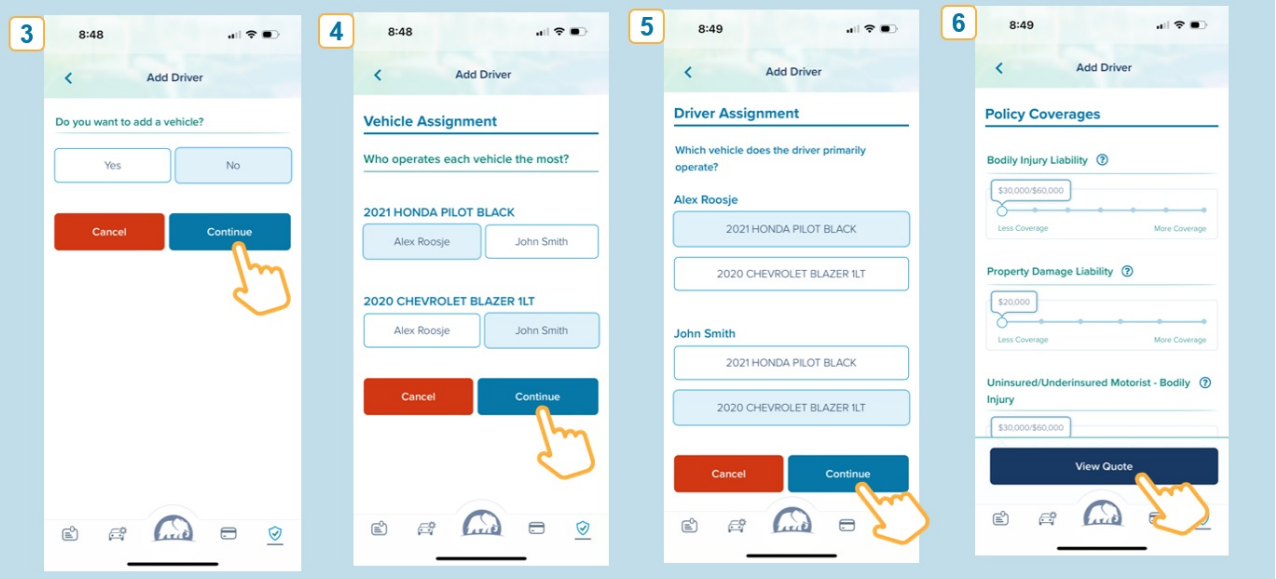
Relationship to insured
Spouse | Child | Parent | Other Relative | Other Non-Relative

Marital Status
Single (Never Married) | Married | Divorced | Separated | Widowed

What is John's license status?
Valid | Permit | Other

What age was John first licensed?
16 | 17 | 18 | 19 | 20 | Other

Driver License #: A12345678
Driver License State: VA
Primary vehicle: 2020 CHEVROLET BLAZER 1LT


3
8:48
Add Driver
Yes
No
Cancel
Continue
4
8:48
Add Driver
Alex Roosje
John Smith
Alex Roosje
John Smith
Cancel
Continue
5
8:49
Add Driver
2021 HONDA PILOT BLACK
2020 CHEVROLET BLAZER 1LT
2021 HONDA PILOT BLACK
2020 CHEVROLET BLAZER 1LT
Cancel
Continue
6
8:49
Add Driver
Less Coverage
More Coverage
Less Coverage
More Coverage
View Quote

Do you want to add a vehicle?

Vehicle Assignment

Who operates each vehicle the most?

2021 HONDA PILOT BLACK

2020 CHEVROLET BLAZER 1LT

Driver Assignment

Which vehicle does the driver primarily operate?

Alex Roosje

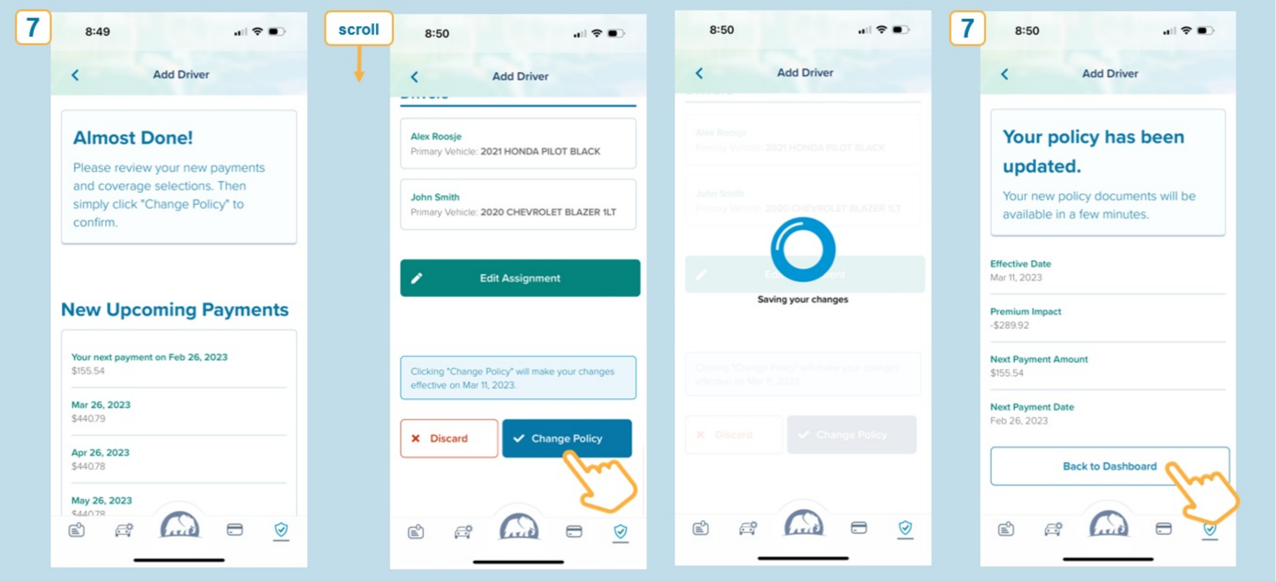
John Smith

Policy Coverages

Bodily Injury Liability: $30,000/$60,000

Property Damage Liability: $20,000

Uninsured/Underinsured Motorist - Bodily Injury: $30,000/$60,000


7
8:49
Add Driver
scroll
8:50
Add Driver
Edit Assignment
Discard
Change Policy
8:50
Add Driver
7
8:50
Add Driver
Back to Dashboard

Almost Done!

Please review your new payments and coverage selections. Then simply click "Change Policy" to confirm.

New Upcoming Payments

Your next payment on Feb 26, 2023
$155.54

Mar 26, 2023
$440.79

Apr 26, 2023
$440.78

May 26, 2023
$440.78

Alex Roosje
Primary Vehicle: 2021 HONDA PILOT BLACK

John Smith
Primary Vehicle: 2020 CHEVROLET BLAZER 1LT

Clicking "Change Policy" will make your changes effective on Mar 11, 2023.

Saving your changes

Your policy has been updated.

Your new policy documents will be available in a few minutes.

Effective Date
Mar 11, 2023

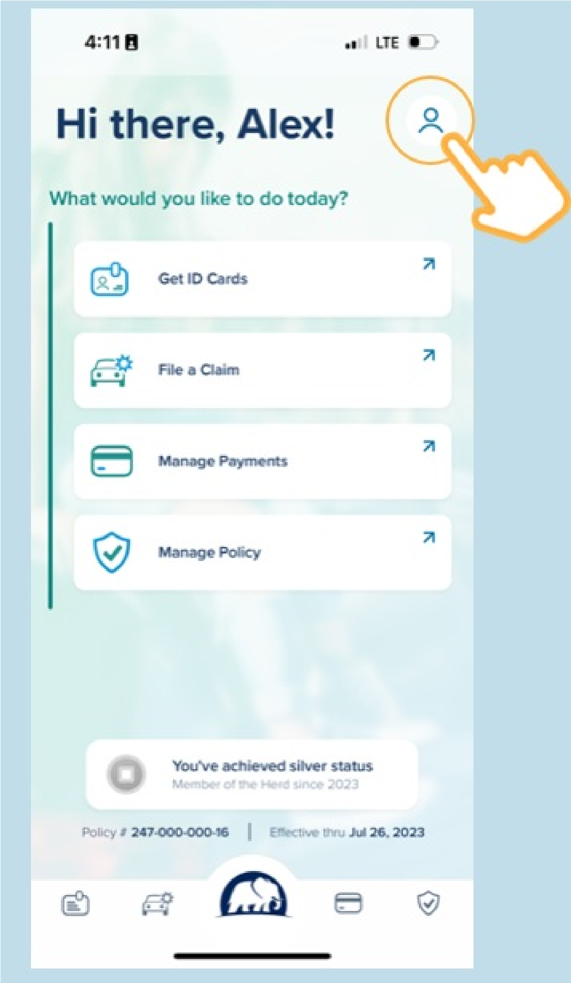
Premium Impact
-$289.92

Next Payment Amount
$155.54

Next Payment Date
Feb 26, 2023

Updating Contact Information

1) The customer will click on the person icon to update this information:



4:11
LTE
Get ID Cards
File a Claim
Manage Payments
Manage Policy

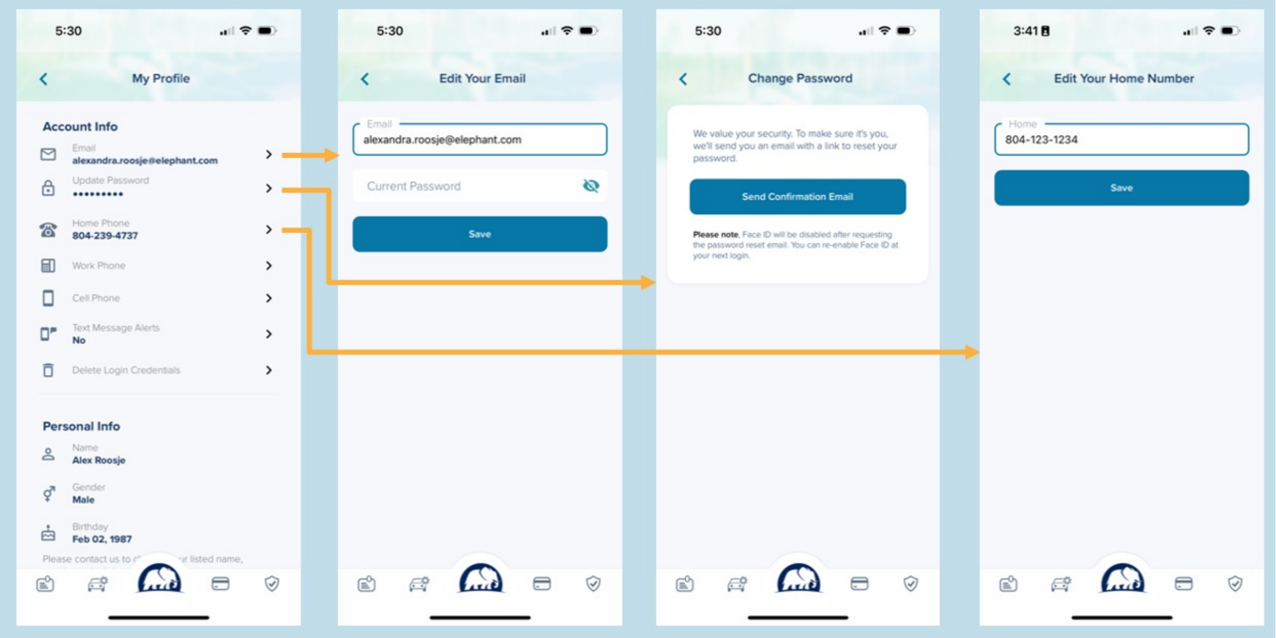
Hi there, Alex!

What would you like to do today?

You've achieved silver status
Member of the Herd since 2023

Policy # 247-000-000-16 | Effective thru Jul 26, 2023

2) They will be able to update their email, change their password, or edit their phone number. If the customer needs to update driver details they will need to call in.



5:30
My Profile
Account Info
Work Phone
Cell Phone
Delete Login Credentials
Personal Info
5:30
Edit Your Email
Save
5:30
Change Password
Send Confirmation Email
3:41
Edit Your Home Number
Save

Email: alexandra.roosje@elephant.com
Update Password: •••••••••
Home Phone: 804-239-4737
Text Message Alerts: No
Name: Alex Roosje
Gender: Male
Birthday: Feb 02, 1987
Please contact us to c… …r listed name,

Email: alexandra.roosje@elephant.com
Current Password

We value your security. To make sure it's you, we'll send you an email with a link to reset your password.

Please note. Face ID will be disabled after requesting the password reset email. You can re-enable Face ID at your next login.

Home: 804-123-1234

App FAQs

App FAQs

If the customer mentions an app issue on a call or is experiencing a system issue, where should this information be directed?

You can email us at customercare@elephant.com. This will help our team keep track of and quickly investigate any technical difficulties or system issues with the app.

If a customer returns to elephant, do they need to do anything different in the app?

It will act the same way the portal currently does. Follow the same steps you currently take to update their email/account association so they can view their new policy on the app and portal.

If a customer's policy cancels, can they still access the app?

Canceled policies will show a banner in the app stating, *"your policy is not currently active."* The policyholder will need to call Customer Care to discuss available reactivation options, but they can log into the portal infinitely after being cancelled to make payments.

What are the direct links to the app in the Apple App Store and Google Play Store?

Apple App Store: Click here!

Google Play Store: Click here!

What sets us apart from other insurance apps?

While most insurance apps offer similar functionality overall (get ID cards, make a payment, file a claim, etc.), Elephant strives to provide a superior user experience by combining ease of use with a visually sleek and modern app design. No one protects like Elephant, and we know the importance of having your coverage a click away when you need it most. Our app makes self-service more accessible and more appealing to use.

How many people can be logged in at once?

The app will really be geared towards the Named Insured however, anyone who has been given permission and provided with the email/login credentials from the NI can use the app on a different device all at the same time. It is the same for the online portal, app, portal, etc.