

Intact Insurance App

Broker FAQ

What is the Intact Insurance App?

The Intact Insurance App is a mobile platform that provides your Intact Insurance personal lines customers with the same information and functionality as Client Centre; with on-demand access to view their insurance policy documents, billing statements and real-time claims status updates.

This App provides customers with a quick and convenient way to access their insurance information whenever they choose and on any device.

When did the App launch?

The App launched in the App Store and Google Play Store on May 24, 2018.

How do customers sign into the App?

Customers use their Client Centre email address and password to sign into the App.

How do customers log into the App if they have not registered for Client Centre?

If a customer hasn't registered for Client Centre, they can complete their registration right from the App when they download it.

- **If customers register using an email address:**
 - A customer's email must be in our database to register using this method.
 - Once a customer enters their email address, they need to provide their driver's license or policy number to complete the validation process.
 - Once this information is validated, customers have the option to receive a link via email or by text. By clicking on that link, customers can set their password and log into the App.
 - For future logins, they will use their email address and set password.
- **If customers register using a PIN number:**
 - Customers will receive a PIN number from a transition letter on the next transaction if their broker has gone paperless; a PIN letter if their broker has opted in for their customers to receive it with their policy documents; or Claims Service Letter when a customer opens an auto claim. This PIN can be used to register for the Intact Insurance App (as well as Client Centre).
 - Once a customer enters their PIN, they need to provide their driver's license or policy number to complete the validation process. They will also need to provide their email address.
 - Once this information is validated, customers have the option to receive a link via email or by text. By clicking on that link, customers can set their password and log into the App and Client Centre.
- If a customer is having issues registering, they can contact their local helpline:
 - **Atlantic:** 1-844-824-7983
 - **Quebec:** 1-844-313-7980
 - **Ontario:** 1-844-574-7981
 - **West:** 1-844-312-7982

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Who can access the App?

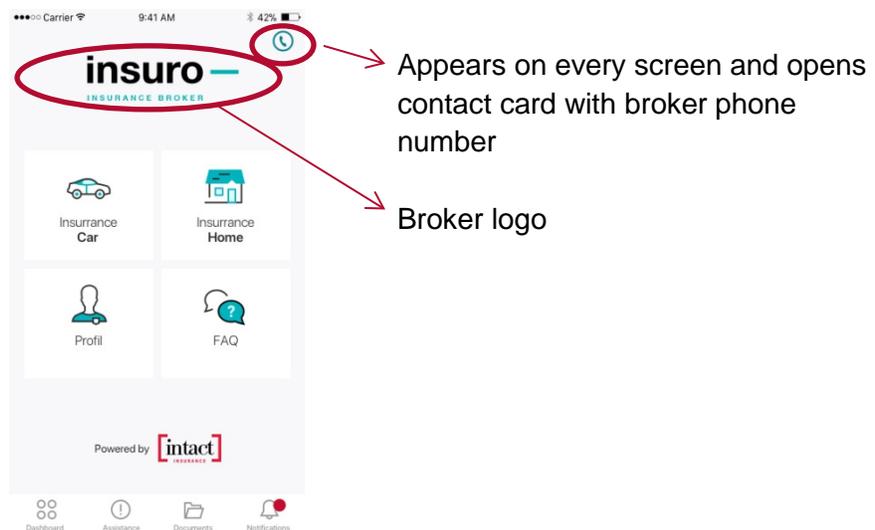
The Intact Insurance App is only available for Intact Insurance personal lines customers. It is not available for commercial, group or non-standard automobile customers (Novex, Jevco, Nordic, etc.).

What information can a customer access in the App?

Customers can access the same information that is in Client Centre, including policy documents, billing statements and real-time claims status updates. They can also manage their document print preference and choose to go paperless.

Is the App co-branded with my brokerage's logo?

Yes, once a customer signs into the App, your brokerage's logo is at the forefront. This makes it easy for your customers to access your information and contact you directly from the App, keeping you at the centre of servicing their insurance policy needs.



How can brokers view what a customer sees in the App?

The information in the App is the same as what is displayed in Client Centre. Brokers can access their customer's Client Centre information via the Broker Portal.

Who should customers call if they experience any issues signing into the App?

If a customer is having issues signing into Client Centre or the Intact Insurance App, they can contact their local helpline:

Atlantic: 1-844-824-7983

Quebec: 1-844-313-7980

Ontario: 1-844-574-7981

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What security measures are in place to ensure customer's documents are protected?

For easy access, customers are not asked to log in every single time they open the App. When accessing documents with sensitive information, such as a billing statement, the customer will be asked to authenticate their identity either by entering the passcode to unlock their phone, their fingerprint, or by facial recognition (depending on their settings). If a customer does not have their phone set up to be unlocked with a passcode, they will need to set it up in order to use the Intact Insurance App.

Can customers customize their settings?

Under Settings, customers can choose to use the Use Touch ID option and manage their print preferences. If a customer changes their print preference in the App, this preference will apply in Client Centre.

If two people are on a policy, who has access to the App?

Each customer has a profile and has access using a unique email address, however they will only see documents if their name is included on the insurance policy.

Can customers use the App to make payments or changes to their payments?

No, the App cannot be used to make policy payments or payment changes at this time.

Is there a difference between the documents in Client Centre and on the App?

There is no difference. A customer's policy documents, billing statements and real-time claims status updates are available both on Client Centre and the Intact Insurance App in PDF format.

If changes are made to a customer's policy, when will this show in the App?

Once the change is made, the updated documents will appear in the App within 24 hours.