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 (web version); with a quick and convenient way to access and view their insurance policy documents, billing statements and real-time claims status updates.

How do customers sign into the app?
Customers use their Client Centre email address and password to sign into the app.

How can brokers help customers register?
In the Broker Portal under Client Centre, the Broker Access section enables you to look up a client and manage their profile settings; including saving an email address and sending a Client Centre registration email. Once a customer completes their registration, they can use their email address and password to log 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 (which a broker can add through the Broker Access view of Client Centre).
  - 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 password.
- **If customers register using a PIN number:**
  - Here are the three ways that a customer would receive a PIN:
    - If their broker has gone paperless
      - Customers will receive a PIN number from a transition letter on their next transaction

        - If their broker has opted in for their customers to receive a PIN letter with their policy documents
        - A customer has opened an auto claim
            - A Claims Service Letter is sent to the customer, which contains a PIN number that 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

Who can access the app?

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

What types of personal lines policies cannot access Client Centre or the app?

The following policy types cannot create an account in Client Centre or access the app, and therefore must continue to receive printed copies:

- Policies in a company name
- Policies with more than two named insureds (only two named insureds can create an account)
- Policies where the risk is in one province, but the address is in another
- Policies with a US address

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.

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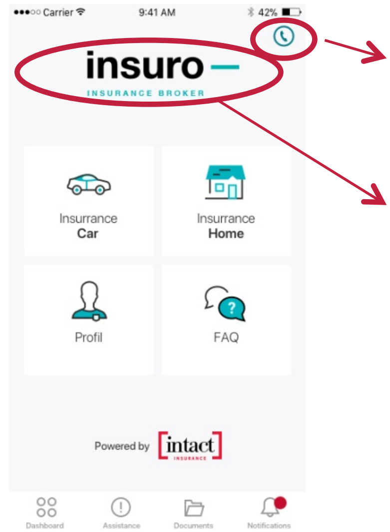

Appears on every screen and opens your contact card with phone number

Broker logo

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 the Intact Insurance App or Client Centre, 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

What security measures are in place to ensure customers' 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.

If there are two named insureds, which determines the print preference for the policy?

If there are two named insureds on a policy, the first named insured determines the print preference for the policy. Therefore, whether the customer(s) want to receive paper or go paperless, the preference must be set by the first named insured. In cases where the second named insured manages the account, brokers can manage the print preference of the first named insured via their profile in Broker Access, to make sure it reflects the customer's desired preference.

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 on Client Centre and 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 a change is made to a customer's policy, when will this change be visible in the app?

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

When changes are made to a policy, when does a customer receive an email notification?

Customers that are registered and paperless, along with customers of paperless brokers will receive an email notification from Intact on the next business day following the processing of a transaction including policy change, renewal and cancellation. For (paperless) brokers that are using Contact PL, it is encouraged that you enter customer email addresses at new business in order for your customers to receive an email notification, prior to the mailing of their policy package (policies are printed on new business only for customers of paperless brokers).