



# Intact Insurance App

## Talking to your customers

With technology advancing at a rapid pace, today's consumers expect on-demand access to information and services, and insurance is no exception. To help you keep up with these demands, your customers can access their policy information the way they find most convenient by downloading the Intact Insurance App or visiting the secure Client Centre website.

### How Intact Insurance can help

Since your brokerage has agreed to go paperless for your personal lines customers, we've created this toolkit to help you promote the ways your customers can access their policy information online.

### Broker Microsite

Your central source for tools and resources including FAQ, demo video and more! Visit our Broker **Lobby** (<http://ontario.intactinsurance.com>).



### Key customer messages (for phone and in-person conversations)

#### Choice and Convenience

- All of your insurance policy information is available online, at your fingertips
- Track an open claim in real-time, including information about the process, timing and what to do next
- Our contact information is displayed so we can be there for you when you need us most
- Contact us or your Claims Adjuster right from your smartphone
- Access your billing information so you know how much you owe and when it's due
- Once you register, you can log into the App or Client Centre site with the same email address and password

#### We've gone paperless

- In an effort to reduce our environmental footprint, our brokerage has gone paperless
- Access your documents through the App or website
- Your Proof of Insurance (pink card) will continue to be mailed to you
  - › You will have access to a PDF copy of your pink card through the App and Client Centre, however you must still have the printed copy that's mailed to you in your vehicle at all times
- If you prefer to receive paper copies of your policy documents in the mail, you have the following options
  - › Self-service: register either through the Client Centre website or Intact Insurance App and easily manage your print preference (paperless/paper); or
  - › Let us know you prefer printed copies and we can ensure they are mailed to you

#### Helping you get back on track

(when talking to a customer with an open claim)

- We understand this can be a stressful time and are here for you during this process
  - › To check the status of your claim, you can use the App or Client Centre. Updates are provided in real-time, allowing you to check your claim at your convenience
  - › If you are checking your claim and have questions, you have the option to reach out to us or your adjuster; and if you're using the App, you can call right from your smartphone

## Getting the message out to your customers



#### Direct Mail (The Business Box)

We created a co-branded buckslip you can mail to your customers



#### Email (The Business Box)

We can help you create an email campaign to promote our online solutions to your customers



#### Website Widget

Ask your Business Development Manager how you can get a widget for your website to direct your customers to Client Centre and the Intact Insurance App

## Questions

Your Business Development Manager is happy to help you with your customer communication strategy and to answer any questions.