

Mobile Application Process



nasmust robuth controlitation



Downloading the Help 247 App:

Go to the Apple or Android App store. Search "Help247" from the App store. Click on "Install" The Help247 App and features will need to be linked to a broker or insurer that has a unique programme with Customer Loyalty Consultants.





Registration Process:

Once the App has downloaded, the client has to register with the following:

- Name/Company Name
- Surname
- ID / Company Reg No.
- Policy Number

Click on "Submit"





Registration Process:

Add the following information:

- ID No / Business Reg No.
- Email Address
- Cell No.
- Username and password

Click on "Submit"





Registration Process:

The App will indicate to the client that the registration process was successful.



numura colatty consuming



<u>Login</u>

Username and password will be requested when logging in.





Forget Password

If the client in future forgets the username and password the client will click on forget username and the username and password will be sent to the client via sms



pasenties potenti contantente





passausi potoutà contronation



Home Page:

Once login was successful, this home page will appear.

The logo and scheme colour will be as per pre arrangement with client.



numination of the for the transmission of



Home Page:

When scrolling down on home page.



pasenusi rekouà consorrenza



Panic Button:

The "Panic Button" will GPS coordinate the clients location.

When pressing the "Panic Button" for 2 seconds, the button will turn green and display the message "A customer relations consultants will contact you shortly".



- nasmust rolatik ontanimum



Panic Button:

Panic Button shows green to indicate that the panic was successful.



passausi potatik onuoniania.



Panic Button:

When pressing the "Panic Button" for 2 seconds, the button will turn green and display the message "A customer relations consultants will contact you shortly".



- nasmust rolatik ontanimum

PANIC ALERT - AON Network Blue

(Master Member) Mark Kruger submitted a panic

Ref Number: 196106



Panic Button in contact centre:

CLC's contact centre will receive the GPS coordinates of the client, as well as client information. This automatically logs a call on CLC's system.

The contact centre will then phone the client to log a call.

Customer Loyalty Consultants

ousmust rolatity outputtant



Customer Loyalty Consultants

ensumer cornin computer



Customer Loyalty Consultants

pasmusi rožou) onionarim



Update My Details:

Allowing the client to change personal details, add medical aid company, security company etc.

This is the information that will display on CLC's internal system once the client has pressed the panic button.



nasmusi notauti oolaanmuur



Manage Sub Members:

Click on "Manage Sub Members, this will allow the client to;

- Register Sub Members
- Sub Member Information





Manage Sub Members:

- Register Sub Members This can either be the clients spouse and children, or in a commercial policy drivers of the fleet vehicles
- Sub Member Information Here the client can view and edit sub member information





Add sub member information:

- Title
- Sub member nameSub member surname
- Cell number
- ID Number
- Relationship



Select the "Title" of the sub member.





Select the relationship with the sub member. A dropdown will appear giving you different options.



ousmus coluity ouromann



Dropdown with options to select the relationship with sub member.



nasmust robuth consorration



Here you would be able to manage your sub members level of access on the App. Switch on or off certain functions by sliding the "on/off" to the left or right.

Customer Loyalty Consultants

ensumer cogany consumming





passaulsi pojotty oonanarana



Editing Sub Member Information:

This will allow the client to view who has been added under sub members, if you click on the name you would be able to edit and save again.



passausi potatik onuoniania.



Editing Sub Member Information:

If you need to change sub member information, do the required changes and submit.





My Policy Information:

The App allows integration to all administration systems, and provides the client with a short summary of:

- Policy number
- Inception date
- Status of the policy (active or cancelled)
- Covered Items
- Premium





My Policy Information:

This information will show as it is on the insurer underwriting system.



amprinching (million representation



Assistance Services:

Convenience at the clients fingertips!

View assist products that is linked to the clients insurance policy (Products to be chosen by the main scheme)

- Roadside Assistance
- Household Assistance
- Medical Assistance
- Legal Assistance





Assist Products:

When selecting a product, the client will have a detailed list of the selected product



nasmus rolath consolation



Assist Products:

When a product is selected in this case "Roadside Assist"; the client will be able to view:

Limits & History of previous calls logged; sub categories of roadside assistance;

- Accident Tow
- Stolen Tyres
- Trade Tow
- Taxi
- Car Hire
- Accident Second Tow
- Locksmiths





Limits & History:

Annual limit available per product, remaining limits and assistance services claims history.

Click on "View Summary" you will see the following:

- Product
- Policy number
- Reference
- Status
- Description





Limits & History Assistance Summary:

- Product
- Policy Number
- Ref No
- Status
- Description

Click on "Rate Us"





Rate Us:

The client would be able to rate the service of the contact centre, as well as the service provider.

The client can also indicate if any further assistance is required.



ensumer coyany consumming



Selecting a Sub Product:

In this case "Accident Tow" Once selecting a sub product the client will be able to either:

- Log an assistance call
- View policy wording




Log an Assist Claim



pasmujai notouri oninanimi



The client will provide essential information such as:

- Street Address
- Province
- Town
- Description

The contact centre will be able to:

- See the assistance required by the client
- Dispatch the appropriate service provider
- Provide the service provider with location, description, vehicle details and colour etc.





Logging an Assist Claim Select a Province



nasmust robuth controlitation



- Add Contact Number
- Select from dropdown the vehicle type
- Select from dropdown the vehicle make
- Add the vehicle model
- Add the vehicle registration
 number



• Select the vehicle type



- evenues toyouty controling



• Select from dropdown the vehicle make



onserves regard containent

49 📶 57% 🛑 11:08		
Please select Vehicle Make		
Please Select Vehicle Make		
Alpha Romeo	\odot	
Ashok Leyland	\odot	
Audi	0	
Bedford	\odot	
Bently	\odot	
Bmw	\odot	
Busaf	\odot	



nasmusi notouti onuonimini



Policy Wording:

Now the client would know exactly what he/she is covered for. Every assistance product has this icon.



pasmust rotauty onignments



Should the Eligible Persons vehicle not be driveable after being involved in an accident, The Company will tow the vehicle to the nearest repairer with a maximum indemnity of R 1 500 per incident. Should the client decide not to register a claim with his/her insurance company, the client will be liable for the costs.

The Company can assist with the hire or booking of a hire car or accommodation if required. The cost for the hire car and accommodation will be for the Eligible Persons account and they will have to meet with the terms and conditions of the car hire company.

Service will be provided to active, enrolled and fully paid up Eligible Members. Prior to rendering any service, The Company will validate membership and in some cases may

Policy Wording:

Detailed summary per product.



number of the subsection of th



Claim Notification:

This will provide the client with

3 options:

• Motor

• Non-Motor

Assistance Services





Claim Notification Motor:

This will take the client to the "Accident Scene Guide" (refer to slide 54)



onserves regard containent



<u>Claim Notification</u> <u>Motor</u>

Accident Scene Guide will be discussed shortly.



nasmust robuth controlitation



Non-Motor:

This will provide the client with a "First Notification of Loss" service to provide the Insurer/Scheme with a notification that the client needs to register a claim.



constraints) modulity control training



Claim Notification Non Motor Claim

- Select Policy number (If there is more than 1 policy number for this client)
 - Enter date of loss

.

- Enter brief description of loss
- Enter police case number if available

Click on "Submit"





Claim Notification Assistance Services:

This will take the client back to the Assistance Services options





Customer Loyalty Consultants

100

 $R_{\rm T}$

- nasmust rolatik ontanimum



Accident Scene Guide:

A step by step guide to assist the client in collecting crucial information at the scene of an accident.



n pasentist potents contained





 Date & time of the accident (it will automatically use the current date and time, but can be changed manually)

Click on "Scan Vehicle licence disc" this will take you to the licence disc scanner.

 Scanning the vehicle license disc takes the hassle out of writing down the vehicle description, colour, registration no, engine and chassis no.
 If you cannot scan, you can enter the details manually

Click on "next"





This information will return after the scanning.



equipped and outpotter



This information will return after the scanning.

Take photo of the vehicle

This automatically opens in your phone's camera.



positives poloura contraint



GPS Location:

If the client is on the scene where the accident happened they would be able to use the phones GPS to get the exact location.

By clicking on "Get location from GPS" this will automatically return the area details that the client is in.

Click on "next"



ensmust rejuit comonum



This information will return after clicking on "Get GPS location"

Click on "next"



nasmust rolath controlite



Driver Information:

Click on "Scan Drivers Licence" This will take you to the licence scanner, scan the barcode of the drivers license, this will return the information of the driver such as:

Initials

Surname ID Number

Take a photo of the drivers licence.





Driver Information:

This will return the following information of the driver such as:

- Initials
- Surname
- ID Number

Take a photo of identity document.





<u>Witness Information:</u> Collect witness information if available (manually enter details)

Name

Surname

Identity Number

Contact Number

Click on "next"



ensume cosmy consummer



Witness Information:

- Enter email address
- Take picture of witness

You would be able to load more than 1 witness.





Review Photos:

This provides the client with the summary of photos uploaded throughout the process



ensemple regard consolitation



Submit Information

Add police case number if available and add description of the accident.





Review Information

This will show a summary of the information entered throughout the process.





Submit Information

The client then has 3 options:

- Review a summary of the information collected
- Save and Submit later if the client still has to add information
- **Submit**, this will send the information to our internal contact centre application.





Reference Number:

Once the client has submitted the information, it will create a reference number.









Accident Scene Guide Multi Vehicle Collision

This has the same process as with the single vehicle collision, except this makes provision to collect the 3rd party information.

Providing this crucial information to the insurer will increase the 3rd party recovery ratios.



46 ,1 579	% 💼 11:08	
Multiple Vehicle Collision		
BROLINK Accident S Guide	cene	
ate of Accident*		
2015-01-26		
ime of Accident*		
2:18 PM		
rd PartyVehicle Details		
Scan Vehicle Licence Disk		
Scanning is unavailable		
Enter Details Manually		
Previous Next		



passausi potoutà contronation



Accident Scene Guide Multi Vehicle Collision

3rd Party Vehicle Information

Scan the vehicle license disc, Information will return from the licence disc.

- Vehicle make,
- Vehicle Model,
- Vehicle registration number,

Customer Loyalty Consultants

• Vehicle year,


3rd Party Vehicle Information

- Vin Number
- Chassis Number
 - Vehicle Colour (Information will return from the licence disc.)

Take photo of the vehicle.







pasterije rožatkonije na presidenta





cosmust rolative outpotration



<u>**3**rd Party Driver Information</u> Click on "Scan the drivers license".

Take photo of driver licence.



ensemple regard containments



<u>**3**rd Party Driver Information</u> Information returning from the drivers licence.

Take a photo of the Identity document or 3rd Party



pasmille) robult comparing



Witness Information

Collect witness information

- Name
- Surname

• Identity number

Contact Number

Click on "next"





Witness Information Enter email address

Take photo of witness



passausi potatik onuonimini





n pasenus) potentà contronomina

Multiple Vehicle Collision 🏠	
Vehicle Type	
Vehicle	•
Vehicle Make	
HYUNDAI	
Vehicle Model	
ELANTRA	
Vehicle Registra	ation Number
BN23KHGP	
Vehicle Year	
2011	



a pasential polarity optionation





passausi potoutà contronation





nasmust rolath controlite





easemptic regard conservation





numurun kuufan kuumena d





nasmus) rolaul oourour









normalist colour contains







Accident Scene Guide

 $R_{\rm T}$



100

cosmuc rolativ conconnum



Edit/View:

This allows the client to go back and add information if the details has not been submitted as yet.





Edit/View: View saved accident scene guides





Edit/View:

Select the incident you want to edit (if more than one.) Enter the information where required and submit.





View Submitted:

The client would be able to view submitted information that is not editable.





View Submitted: Select the submitted version you want to view.



construct reduity controlitation



View Submitted:

This will show a summary of the information submitted.



easure colour ouronaum



Contact Us

 $R_{\rm T}$



100

passausi potottà contronation



Contact Us

The contact information of the assist number is available to the client. When the client touches the number it automatically starts dialling.





The client will also have access to:

lit.

- News
- Weather
- Traffic



n pasentist potents contained







Customer Loyalty Consultants

100

12

cosmuc rolativ conconnum





a pasmine) potony controling





pasterijs) počotih opijanjeni



ROADWORKS

To report any traffic problems call 083 91 37483 or SMS us on 31702. We are also on Twitter @EWNtraffic



Log Out:

If the client exits the App, they would be able to view the main page again when opening the App. If the client "logs out" this will log the client out of the App.

The client will be required to log in with username and password again.



Download Android Version

http://bit.ly/help247_Android



Download iOS Version

http://bit.ly/help247_iOS



QR Code



