

About Road Assist Mobile App

1. **What is this Road Assist Mobile App?**

The Road Assist Mobile App is a new service for Progressive motor policyholders to make request on Accident or Breakdown services in a more convenient, faster and user-friendly way via smart device.

2. **What are the benefits of using the application?**

- a. Speed of service. The application will detect the GPS coordinate of the policyholder and submit the information to our customer service agent with accurate location information which expedites service arrangement for policyholder.
- b. Ease of use. Just answer a few simple questions and submit the service request without having to make call and wait in queue for service.
- c. Stress free. Upon request of service, the application will notify the policyholder on service arrangement progress from time to time. Policyholder does not need to contact Progressive contact centre on check status.
- d. Convenience. Upon submission of accident request. A notification will be updated immediately to Progressive Insurance which helps expedite your claim if you decide to make one.

3. **How do I enjoy the services?**

This service is available for Apple iPhone and Android phone users.

4. **What if I typed the wrong mobile phone number during registration?**

You can uninstall the application and re-install it and register with the correct mobile phone number.

5. **What if I typed the wrong email address during registration?**

You can correct the email address at Profile > Registration Details

6. **How do I change my contact number and email address?**

You can change contact numbers and email address at Profile > Registration Details

7. **How do I change my password?**

You can change the password at Profile > Password

8. **How do I reset my password?**

You can reset your password at Profile > Password and click 'forgot password'. Enter the email address and click 'Reset Password'. Please check your email for reset password link.

B. Make a Service Request on Accident or Breakdown

1. What type of service request you can make?

- a. On accident, you can lodge an accident notification to insurer if you encounter an accident but vehicle still drivable.
- b. On accident, you can request towing service if your vehicle is not drivable. An accident notification will automatically send to insurer.
- c. On breakdown, you can request towing service or minor breakdown service such as jump start or tyre replacement.

2. Who can enjoy this Service?

This service is available free of charges for valid Progressive Insurance Private Comprehensive Motorcar Policyholders subject to terms and conditions of the road assist program.

3. How do I check the Accident or Breakdown service request status?

You can tab on "Status" icon on footer to check your service request status.

4. How to cancel my service request?

You cannot cancel service request via the Road Assist mobile application, Tab "Status" icon on footer, select case in service, tab "Cancel" icon.

5. How to logout from the application?

- a. You can press the Home Button of your mobile device to exit the application
- b. To stop the application from running, you can remove it from the task manager

6. How to access the Task Manager?

- a. Double tap the Home Button
- b. Press and hold the Home
- c. Press and hold the menu button
- d. Tap the menu button

7. How to access to Progressive Toll Free number?

Tab "Info" icon on footer, look for Progressive Toll Free number to request for service.AA

C. Others

1. **What is the minimum requirement of the mobile device?**

The minimum requirements are:

- Dual Core 1 Ghz
- 1GB Memory
- 100MB storage space
- Camera feature
- Screen Resolution 480 or higher preferable
- Example smartphone models: Samsung S3 or better; iPhone 4 or better

2. **What is the program size?**

The program file size is around 10MB.

3. **The system keeps loading when I submit my service request, what can I do?**

Please check the WIFI/data plan connection; please do not exit the system until the loading is completed. Reason being the uploading will take time when there are many photos involved in submission as the photos need to be submitted to our server.

4. **Why am I unable to snap or upload photo?**

Please check your mobile device storage availability. You may need to free the storage space before submission of photo or documents.

5. **How to ensure the privacy of the information submitted?**

Please be rest assured that we are in compliance with the Personal Data Protection Act 2010. All data transmission between your mobile device and our server is encrypted.

6. **Who to contact if I require any technical assistance?**

Tab "Info" icon on footer, look for Progressive Toll Free number to request for service.

7. **Can I submit service request in Chinese?**

The claim submission through the App is confined to English only.

8. **Unable to install application in Android caused by insufficient memory**

You will need to go to Android Setting > Application > select Application that you can release memory > tap clear data, move to SD Card or clear cache to release memory.