



DURING THESE EVER-CHANGING TIMES, WE WANT TO MAKE SURE YOU HAVE THE INSURANCE POLICY SUPPORT AND CLAIMS HELP YOU NEED.

How to Reach Us:

If you have any policy related needs such as: ID cards, vendor certificates; driver eligibility requests, call:

Policy Info: (877) 320-9393

Automatically routed for **Admin Support**

SHOULD YOU WANT AN ON-LINE WAY TO REACH US AT ANY TIME, THE LOCKTON “MY ACCOUNT” PORTAL DOES JUST THAT!

As a reminder, you have access to all your **insurance documents at your fingertips**. Through Enterprise Fleet Management’s partnership with Lockton Affinity, you can access your insurance documents directly through the **My Account portal**.

HOW DO I GET STARTED USING THE “MY ACCOUNT” PORTAL:

If you have yet to sign up for My Account, visit **MyAccount.LocktonAffinity.com** and select “Log in with active directory.” **If you are the Primary Contact, please use your email address** that is on file with Enterprise. You will then be prompted to set your password.

If have already created an account, but need to update your email address or other customer profile information, follow these steps:

- 1. Click the “profile tab” in the upper left-hand corner.**
- 2. Click the blue icon next to “Sign in information”**
- 3. The first tab is for general information updates. The second tab is where you update and confirm your email address.**
- 4. If you change your email address, a confirmation email will be sent with a link you must click to complete the change. This change can take up to 24 hours to be reflected in the system.**
- 5. If you do not receive the confirmation email, check your spam or junk folders.**

WHAT WILL I FIND ON-LINE IN THE “MY ACCOUNT” PORTAL:

You have access to the following policy features and functions in **My Account**:

- View and download your **policy overview**, including carrier name, policy effective/expiration dates, policy limits, deductibles, etc.
- Search and download **Auto ID cards** by unit number, state or VIN. All cards can be downloaded at once and Fleet cards are also available.
- **Download certificates** and the certificate holder schedule.
- **Pull vehicle schedules** for any date selection

Of course, you can always email **RMprogram@efleets.com** if you would like to request a document or ask a policy question.
You will be routed to your single point of contact!

ADDITIONAL RESOURCES AVAILABLE TO YOU:

If you need to check on the status of a claim, report any new claims or if you have any general claim questions, contact us at:

Accident Claims Support:

(800) 325-8838

Select Option 2 for Claims

Our glass vendors remain open for business. Contact us through our Claims Line or Mobile App so we can get you set up.

Glass Shops:

(800) 325-8838

Select Option 2 for Glass Repair or Replacement

Our vendors have instituted some changes to comply with the social distancing mandate and to promote the safety of their associates and customers. Some examples of changes some vendors have made include:

- They have limited our in-shop capacity to 1-2 customers at any one time, depending on the size of their waiting rooms
- They have increased drop off capacity to account for vehicles that need to be in the shops (recalibrations, etc.) with the option of alternate transportation if a customer wishes
- Their mobile technicians are complying with all company and CDC recommendations

Our tow vendors remain open for business. Contact us through our Claims Line or Mobile App so we can get you set up!

Tow Vendors:

(800) 325-8838

Select Option 2 for Tow Vendors and Service

Service Providers are considered to be essential businesses and/or supporting essential businesses such as **vehicle repair facilities so are allowed to continue operations!**

Safety of the Customer and the Service Provider is essential.

- Riding with the Tow Truck- Associates have received guidelines to notify customers that riding with a towing provider will not be available.
- Associates will offer to contact local police to assist any customer unable to arrange for transportation or in an unsafe situation.
- Any service request involving a customer reporting to be infected will trigger engagement with the local authorities as to not put a Service Provider or others at risk of contracting the virus.
- Social distancing- Service Providers have been instructed to maintain 6 feet of distance with the customer at all times and avoid any direct contact.
- Any requirements for signatures have been suspended

Tow to Facilities- While volume is down, there are some reports of tow to locations being closed. Vast majority are open. Associates have received guidance to offer towing to the next closest facility or to the customer's local residence, if applicable. We have enabled a process for Associates to identify a facility that is being reported as closed due to Covid-19 for confirmation.

If you need assistance locating a body shop for collision repairs:

Body Shops:

(800) 325-8838

Select Option 2 for Claims

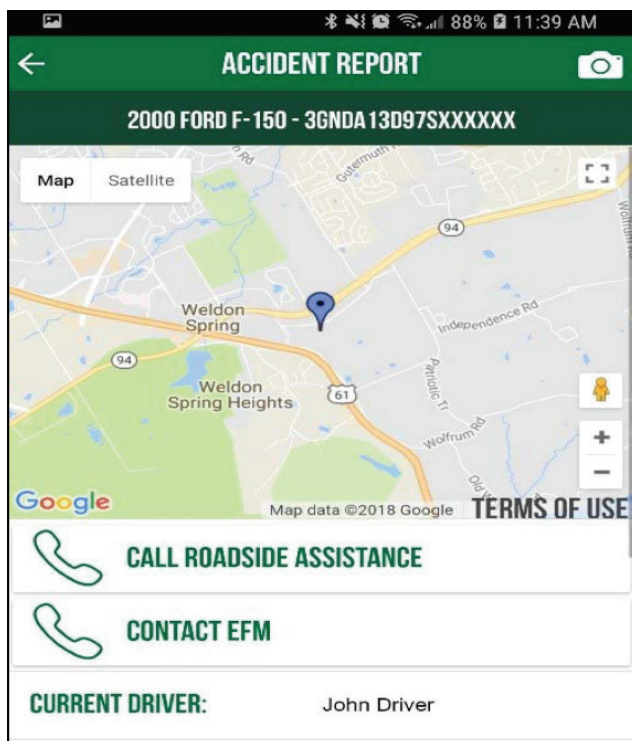
Similar to Glass and Tow providers, Body Shops are considered to be essential businesses and/or supporting essential businesses and allowed to continue operations! Additionally, 90%+ of our shop network remains open and ready to repair our vehicles while following best practices for COVID-19.

SHOULD YOU WANT TO REPORT A CLAIM ELECTRONICALLY, USE YOUR ENTERPRISE MOBILE APPLICATION TO OPTIMIZE YOUR EXPERIENCE!

The Accident Claim reporting feature is available to you as well as the storing of an image of your Insurance Card to have handy while on-the-go!

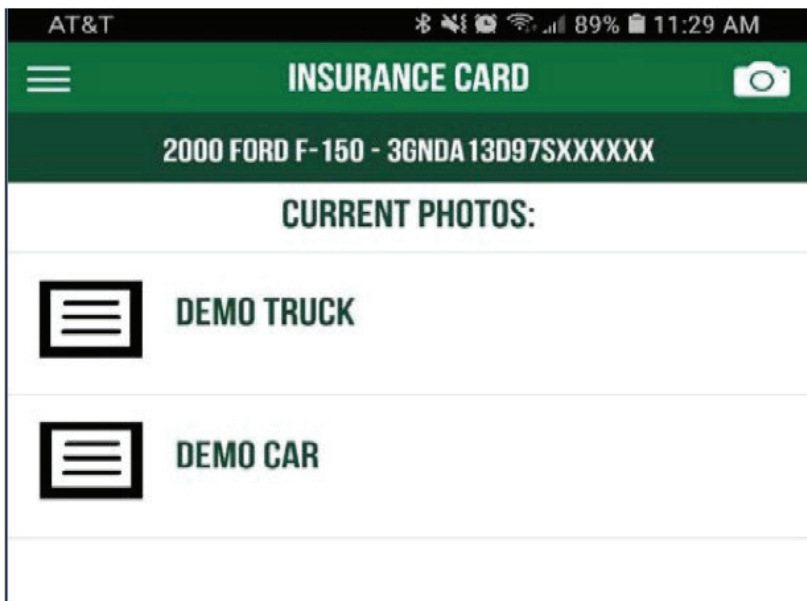
HOW DO I USE THE MOBILE APP FEATURE?

Accident Reporting: The mobile app also allows you to enter information about an accident and attach photos. Upon submission, an email with all details, including location, is generated and sent to EFM Risk Management. There are also “Quick Dial” buttons for contacting EFM.

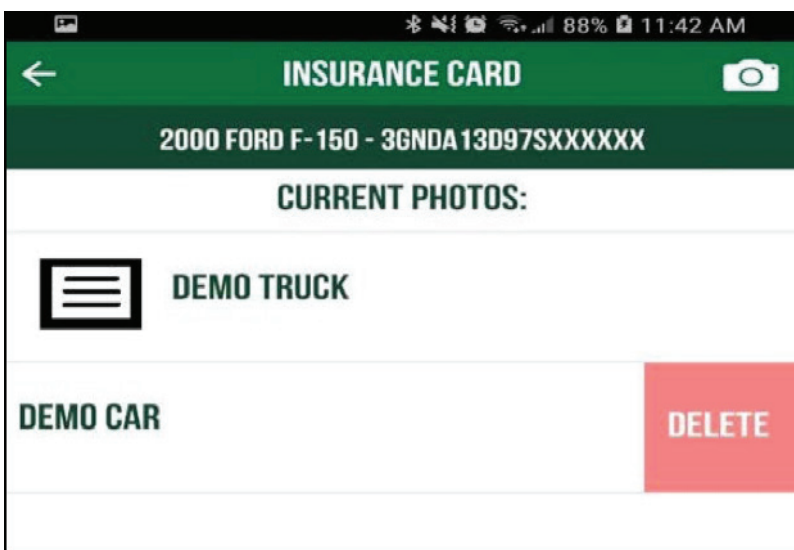


VEHICLE TOWED?	<input type="checkbox"/>
RENTAL NEEDED?	<input type="checkbox"/>
TICKET GIVEN?	<input type="checkbox"/>
POLICE REPORT:	<input type="text"/>
PARTIES INVOLVED:	<input type="text"/>
FACTS:	<input type="text"/>
DAMAGE:	<input type="text"/>
<input type="button" value="SUBMIT"/>	

Insurance cards: How can I have my ID card available electronically? This screen allows you to **upload and save images of your insurance card**. It does not “generate” a card like the Maintenance Card feature. Tap the “Camera” to upload an image. You can save multiple images and retrieve them from the list as need.



To delete a card, swipe left:



OUR SUPPORT ALWAYS AVAILABLE:

Your safety is ever-so important to us and we want to do our part whenever there is a Risk Management need. We hope the above tools and resources help you through these ever- changing times and welcome any feedback you might have.

Through an exclusive partnership with Enterprise Fleet Management, this program is administered by Lockton Affinity, LLC d/b/a Lockton Affinity Insurance Brokers, LLC in California #0795478. Policy benefits are the sole obligation of the issuing insurance company.

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