

**DOWNLOAD THE HELP 247 APP**

**Using the App Stores:**

You can simply open your Google Play Store for Android Devices, App Store for Apple Devices OR your Huawei App Gallery and search for “Help 247” and click on “Install”.

**Using the Bitly Links:**

Open up your preferred Internet browser and key in the following URL, <http://bit.ly/38dCese> and click on “Install”.



**Using the QR Code:**

If you have a QR code scanner application installed on your smartphone, scan the QR code and it will take you directly to the correct App store.



**Having trouble?**

If you have trouble downloading the “Help 247” App, see point 2.1



**Note:**

Although you are downloading the “Help 247” App, this App is administered by CLC. Therefore;

- the icon shows “Help 247”
- the App preview displays as CLC



**HAVING TROUBLE**

Here are some helpful hints to assist you. If you are still having problems contact your Broker or call 0105934242.

**1. South African App Stores**

Should you have a foreign bank account linked to the App Store you will not be able to view and access South African Apps. Update your account details to reflect a South African bank account.

**2. Clear Cache**

This optimises your phone and its performance.

**Android**

- Open “Settings”.
- Select “Apps”.
- Select “Apps” again.
- Search and select “Google Play Store”.
- Select “Storage”.
- Select “Clear Cache”.

**Huawei**

- Open “Settings”.
- Select “Apps”.
- Select “Apps” again.
- Search and select Gallery
- Search and select “App Gallery”
- Select “Storage”.
- Select “Clear Cache”.

**iOS**

- Open “Settings”.
- Tap “General”.
- Select “iPhone Storage”
- Select “Help 247 App”.
- Select “Offload App”.
- Select “Reinstall App”

**3. Internet Connection**

Ensure you have a strong internet connection. It’s best to connect to a Wi-Fi network. Then try your download again.

**4. Software Updates**

Ensure that your device is running the latest software version.

**APP FEATURES**

Once you have logged in, the following functions will be displayed:

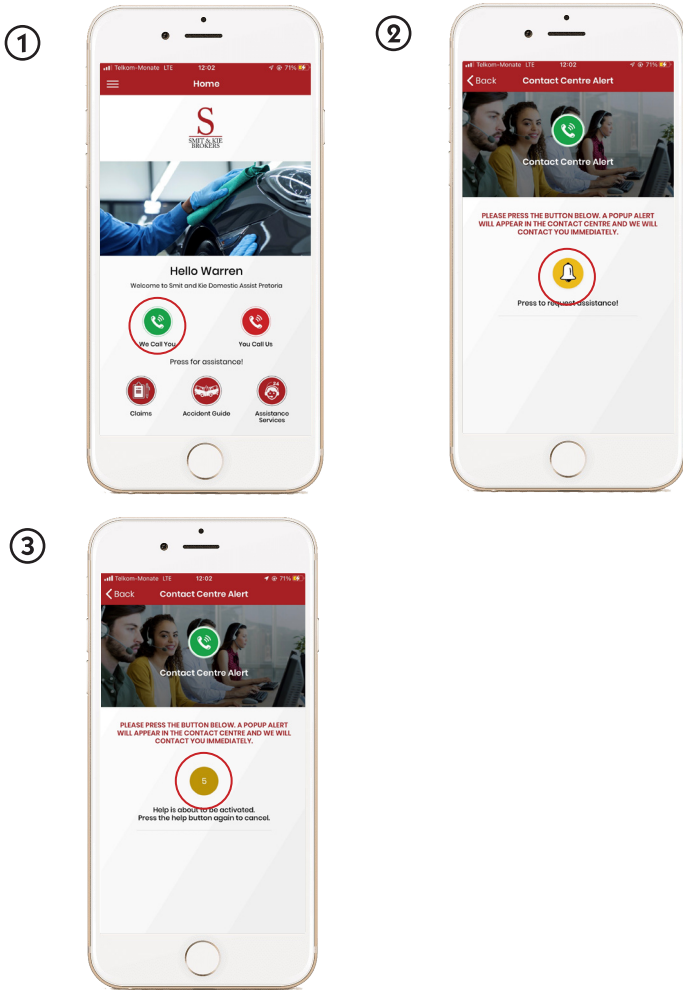
- We Call You (Panic function)
- You Call Us
- Assistance Services
- Accident Guide
- Claims
- Website

The pages that follow provide guidance with regards to each feature of our Smit & Kie Assist App.

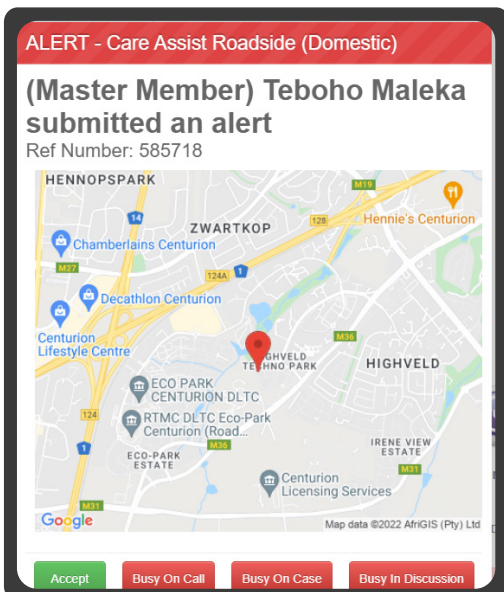
## WE CALL YOU

When you have pressed the green and yellow button for assistance as shown in picture 1 and 2 below, a countdown timer will start as shown in picture 3.

If you do not require assistance, the yellow countdown button can be pressed again to cancel the request as shown in picture 3.



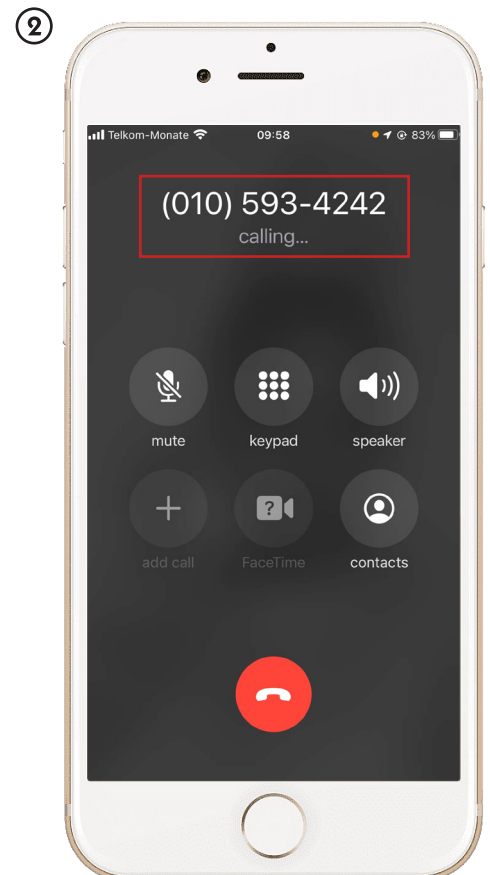
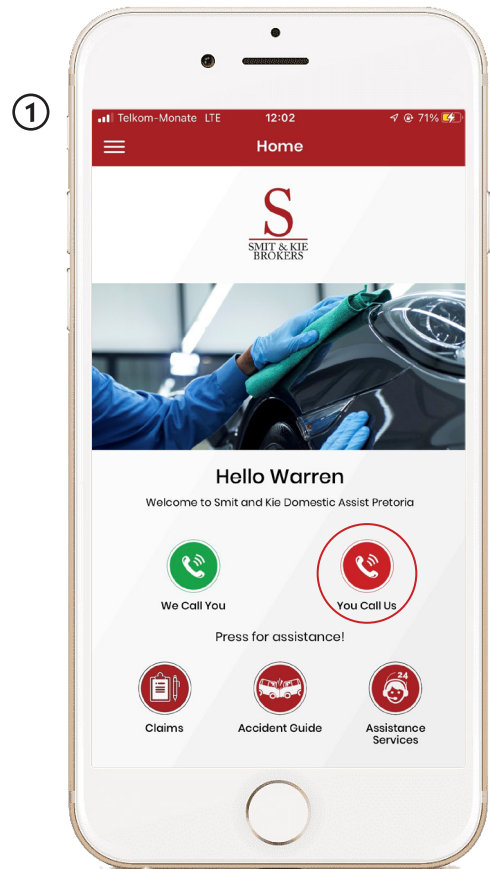
**Pop-up alert in the Customer Experience Centre:** The Smit & Kie Assist Customer Experience Centre receives a pop-up alert with a reference number, your policy information and GPS location. This alert will result in a call from our CEC.



## YOU CALL US

You do not have to remember the Smit & Kie Assist telephone number.

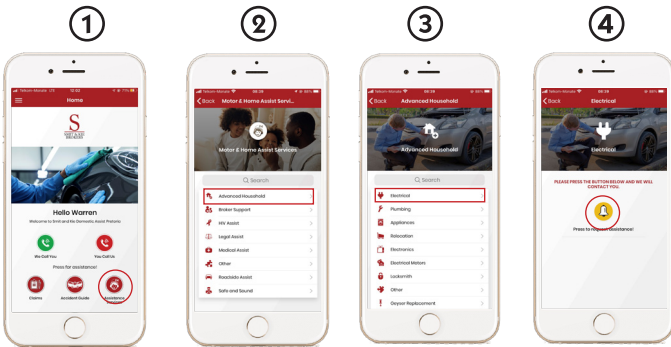
When you press the red button as seen below in picture 1, you can phone the Smit & Kie Assist Customer Experience Centre directly from the App to arrange any assistance needed.



## ASSISTANCE SERVICES

You can view the products you are covered for under your Smit & Kie Assist policy. You can request assistance for any of these benefits from within the App.

1. Press the "Assistance Services" button on your home screen.
2. Select the type of service you require.
3. Press the yellow bell button to confirm activation of your selected Assist Service and a Customer Experience Ambassador will call you back.
4. Alternatively press the "I Need A Tow" button, and a Customer Experience Ambassador will call you back.



## ACCIDENT GUIDE

The purpose of the Accident Guide is to assist you with a step by step process to insure you gather crucial information regarding the incident.

The information will be stored on your App and will be available to you when you need to submit your claim.

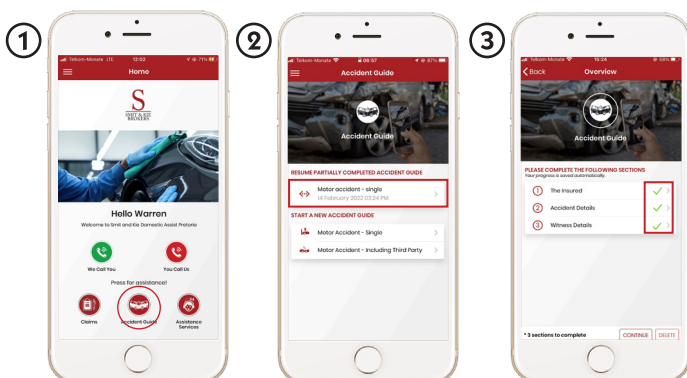
### How to use the Accident Guide:

Select "Motor Accident – Single" if you were the only party involved in the accident.

Select "Motor Accident – Including a Third Party" if there were other parties involved in the accident.

Once you have made your selection, the App will guide you through the process as illustrated below.

1. Click on the "Accident Guide" button.
2. Select Motor Accident Single or Including a Third Party and complete the steps that follow.
3. All completed sections will be indicated by a ✓. This is saved as a "Partially Completed Accident Guide".

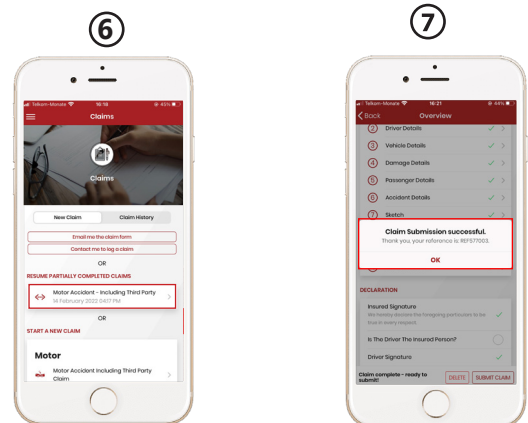
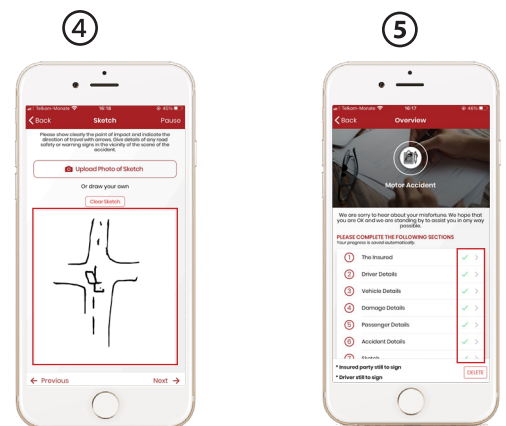
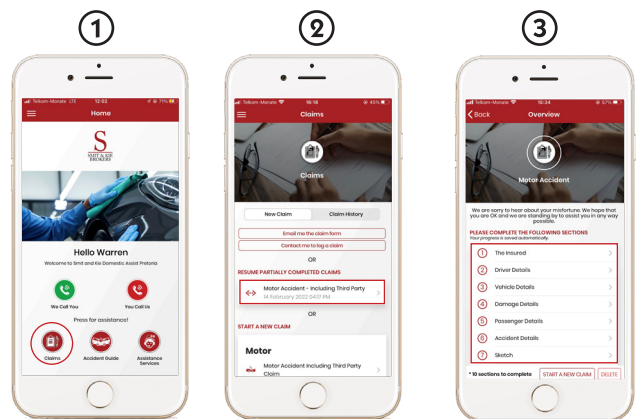


## CLAIMS

You can submit your claim electronically via your Smit & Kie Assist App.

1. Click on the "Claims" button.
2. Select the type of claim you want to complete.
3. Complete all sections that follow.
4. On the "Sketch" section, you can upload a photo or draw your own sketch on your phone.
5. All completed sections will be indicated by a ✓.
6. You can always re-open a "Partially Completed Claim" at a later stage to complete the outstanding fields in order to submit your claim.
7. When a "Claim" is submitted via the App, the following message displays on your screen providing you with a reference number as confirmation that this process has been successful.

Remember to advise your broker of your claim.



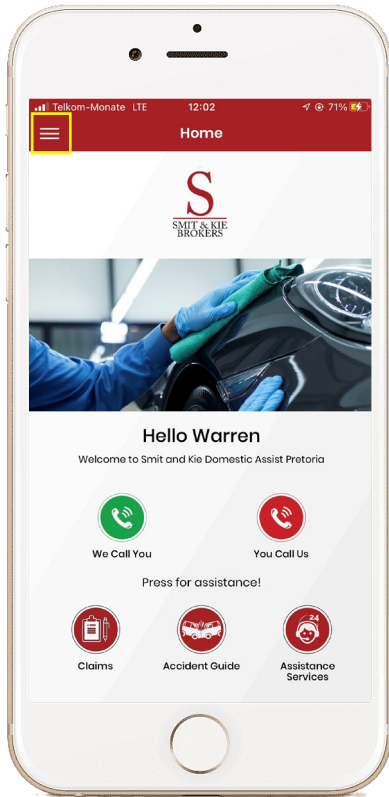


## DROP DOWN MENU - MY PROFILE

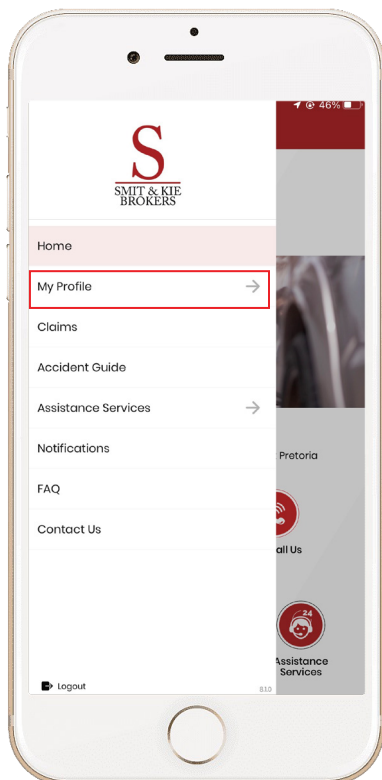
You can Edit your Profile, manage Sub Members, view Policy Wording and Notifications.

1. Select the drop-down.
2. Select "My Profile".

①



②

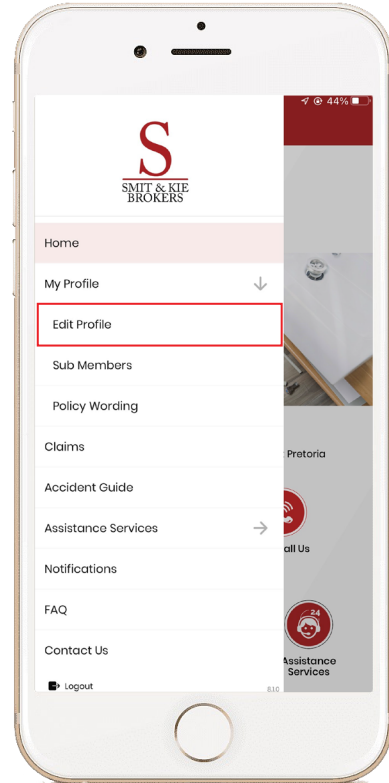


## EDIT MY PROFILE

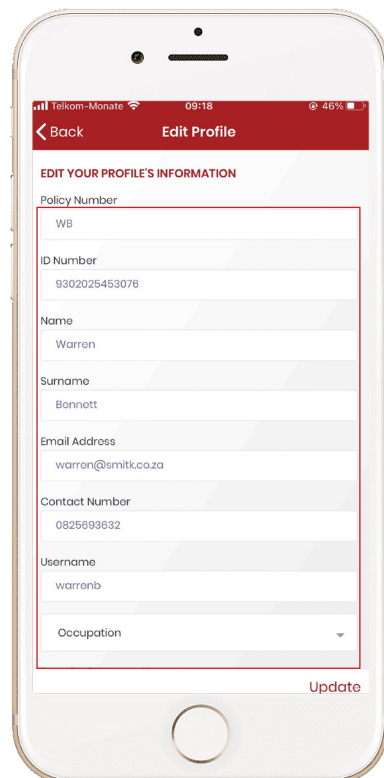
You will be required to re-enter your password for security reasons.

1. Select "Edit Profile".
2. Update your personal information.

①



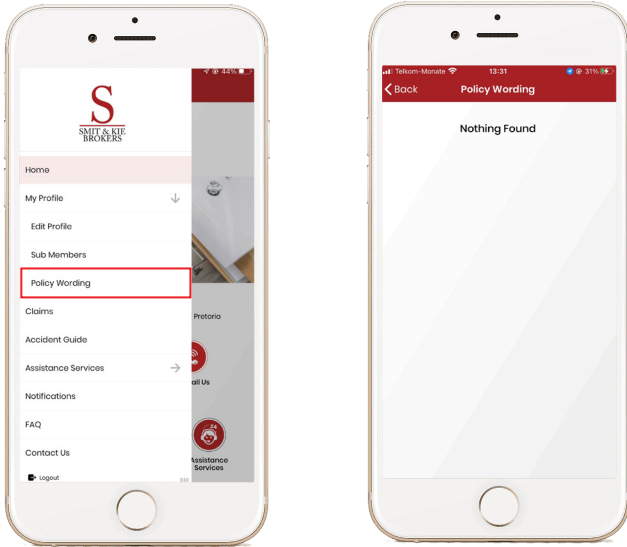
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## POLICY WORDING

The Smit & Kie Assist Policy Wording is available to view on the App under this section.

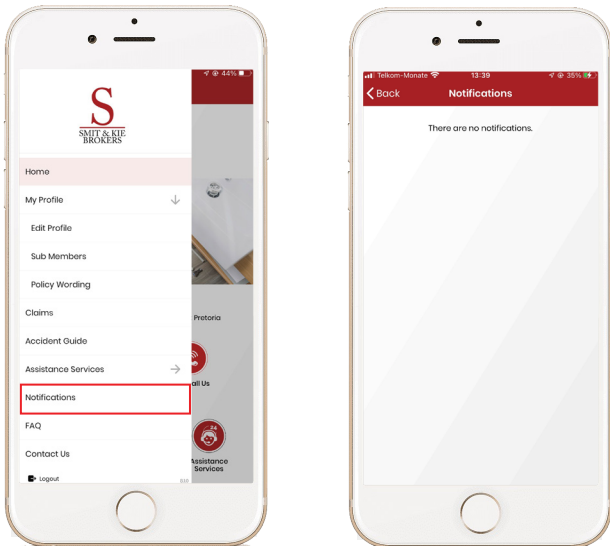
You may also request a copy of the policy wording from the Smit & Kie Assist Customer Experience Centre or your Broker.



## NOTIFICATIONS

During the Assist process you will receive updates on the progress.

These are saved under the Notifications section.



## TROUBLE LOGGING IN?

Should you receive this error message: **There was a problem** Username or password entered is incorrect Please try again or reset it by clicking the "TROUBLE LOGGING IN?" button on the home screen.

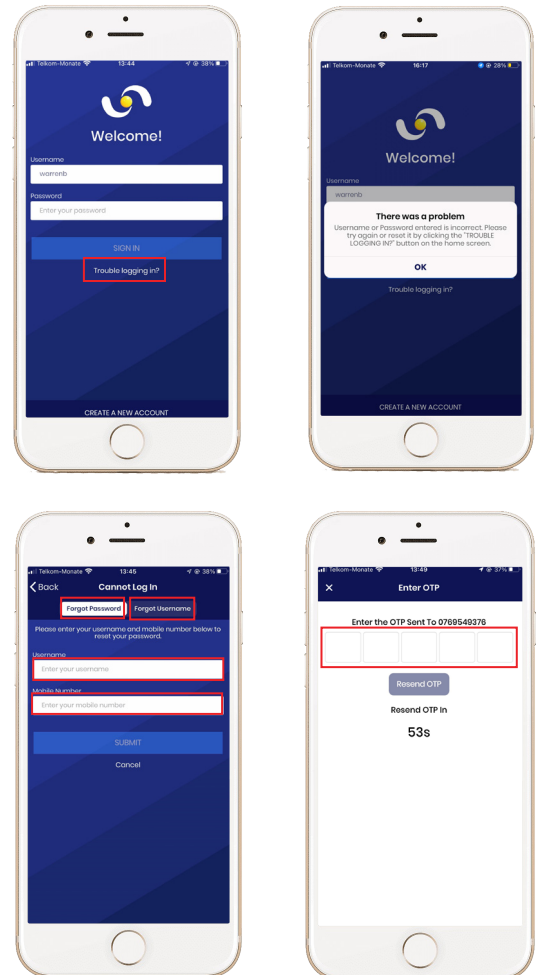
Click on "Trouble logging in" on the log in screen and click on either "Forgot password / username" depending on your query.

### Forgot password

- Enter your username and mobile number and click on submit.
- You will receive an OTP to be entered.
- After entering the OTP you will be prompted to enter a new password that you will need to remember.
- After submitting the pin, you will then be logged into the App.

### Forgot username

- Enter your policy number and mobile number and click on submit.
- You will receive an OTP to be entered.
- After entering the OTP you will receive a pop-up confirming that your username has been found, then press login to continue.



## GLOSSARY

**Customer Experience Centre (CEC):** The central point where clients assist benefits are case managed 24/7, 365 days a year.

**Customer Experience Ambassador (CxA):** The dedicated Ambassador, standing by to provide assistance and case management in your time of need.

**Pop-Up:** An automatic alert received on the Customer Experience Centre CRM system, that prompts the Customer Experience Ambassador to contact the client via a click to dial process.

**OTP:** One Time Pin